

Commonwealth Of Massachusetts  
Bureau Of State Office  
Buildings

**Neil R. Kilpeck**  
**Superintendent**



**ANNUAL REPORT**  
**FISCAL YEARS 2005 & 2006**

## MESSAGE

Fiscal Years 2005 and 2006 were challenging for the Bureau of State Office Buildings (BSB, Bureau) creating further opportunities for developing partnerships and innovations. Like most agencies, BSB continued to operate at FY03 budget levels. That combined with escalating service contract costs, the challenges of energy costs rising at unprecedented levels and security demands that increase constantly, BSB had to improvise to maintain services at a comfortable level and achieve the highest levels of efficiency.

The Bureau continued its administrative partnership with the Division of Capital Asset Management (DCAM). All human resources duties continued to be carried out by DCAM administrative staff in close communication with related BSB personnel. BSB and DCAM have worked cooperatively to maintain service levels and complete many necessary capital projects throughout BSB facilities. The relationship with DCAM is an excellent example of successful inter-agency cooperation and the Bureau fully expects to continue the relationship through upcoming fiscal years. The DCAM/BSB partnership has allowed us to make major necessary repairs to our facilities and has provided tools through the CAMIS system to better account for the Commonwealth's assets and better implement preventative maintenance and work order systems.

Through all of the challenges, BSB was able to maintain the facilities in a manner consistent with past practices and customer surveys reflected an overall mood of satisfaction. Several projects, both capital and deferred maintenance were begun and completed on schedule and within budget. BSB has remained focused and made significant strides improving the accessibility for those with disabilities in all facilities. BSB looks forward to continuing this partnership and servicing its customers and buildings in an efficient responsible manner.

*Table of Contents*

<b>PROFILE</b>	<b>6</b>
<b>MISSION</b>	<b>6</b>
<b>VALUES</b>	<b>6</b>
<b>OBJECTIVES</b>	<b>7</b>
ADMINISTRATION OBJECTIVES	7
RISKS	8
ADMINISTRATIVE OVERVIEW	8
<b>ROUTINE PURCHASES</b>	<b>9</b>
<b>PROCUREMENT OF GOODS AND SERVICES NOT ON STATE CONTRACT</b>	<b>9</b>
<b>INCIDENTAL PURCHASES</b>	<b>9</b>
ORGANIZATIONAL CHART	10
STANDARD WORKFORCE	11
CURRENT SERVICE PROVIDERS	12
ACTUAL EXPENDITURE REPORT	14
CAPITAL PROJECT EXPENDITURE	20
TRASH/RECYCLING	20
WAYFINDING	23
MMARS TRANSACTIONS	23
AMP EXPENDITURE REPORTING	24
COURIER SERVICE	25
BILL PAYING STATISTICS	25
PROMPT PAYMENT DISCOUNTS	25
<b>WORKERS COMPENSATION</b>	<b>26</b>
SNOW REMOVAL EXPENDITURE	27
COST SHARE INFORMATION	27
FY05	27
FY06	27
PARKING VALUATION	28
FY05 APPROPRIATIONS	28
FY06 APPROPRIATIONS	29
<b>FY05 REVENUE</b>	<b>30</b>
<b>FLAGS AT HALF STAFF</b>	<b>30</b>
<b>FY05 ART COMMISSION REPORT</b>	<b>31</b>
NEW ACQUISITIONS	32
COLLECTIONS CARE	32
LOAN PROGRAM	32
PUBLIC ASSISTANCE	33
ART COMMISSION BOARD	33
<b>FY06 ART COMMISSION REPORT</b>	<b>33</b>
CONSERVATION AND COLLECTIONS CARE	34
SCULPTURE MAINTENANCE	34
94 <sup>TH</sup> INFANTRY DIVISION MURAL	34
HOUSE CHAMBER MURALS	34
VAULT	34
<b>NEW ACQUISITIONS</b>	<b>35</b>
FRANCES Y. SLANGER MEMORIAL	35
JANE SWIFT PORTRAIT	35
MASSACHUSETTS FALLEN FIREFIGHTER'S MEMORIAL	35
<b>LOANS</b>	<b>35</b>
<b>PUBLIC ASSISTANCE</b>	<b>35</b>
<b>OTHER ACTIVITIES</b>	<b>35</b>
ANNE HUTCHINSON STATUE PRESENTATION	35
<b>BOARD AND STAFF</b>	<b>36</b>
<b>PLANNING &amp; ENGINEERING, OPERATIONS, AND THE TRADES GROUP</b>	<b>36</b>

PLANNING AND ENGINEERING	36
PROJECTS AND CONTRACTS	36
ENERGY CONSERVATION	37
MCCORMACK BUILDING FLOORS AND LOBBY	37
RETX	37
OTHER PROJECTS	38
<b>MCCORMACK BUILDING OPERATIONS</b>	<b>40</b>
PERSONNEL	40
CAMIS- SOFTWARE IMPLEMENTATION	40
SERVICES FOR MCCORMACK BUILDING AGENCIES & TENANTS	40
CONTRACTORS	41
FUNCTION SPACE	41
ROOF TOP ANTENNAE	41
COURTESY PARKING	41
IN-HOUSE ACTIVITIES	41
MCCORMACK FOOD SERVICE AVERAGE SCORE	42
MCCORMACK OVERALL AVERAGE SCORE	43
<b>HURLEY BUILDING OPERATIONS</b>	<b>43</b>
CLEANING	43
COMMUNICATION WITH OTHER STATE AGENCIES	43
CONTRACT WORK	43
ELECTRIC	43
MAINTENANCE	43
<b>LINDEMANN BUILDING OPERATIONS</b>	<b>43</b>
COMMUNICATION WITH DMH	43
CONTRACTORS	43
LINDEMANN PARKING LOT AND PLAZA THE MOVIE	44
DOORS	44
FLOORS	44
LIGHTING	44
PATIENT SAFETY	44
ROOMS IN SPECIFIC AREAS	44
WINDOWS	44
<b>TRADES WORK FOR FY05 / 06</b>	<b>44</b>
CARPENTERS	44
ELECTRICIANS	45
MASON	45
PAINTER	45
MAINTENANCE GROUP	45
<b>PITTSFIELD BUILDING</b>	<b>46</b>
<b>SPRINGFIELD</b>	<b>46</b>
SPRINGFIELD WORK COMPLETED IN FY05/06 INCLUDE	46
MECHANICAL MAINTENANCE CONTRACTOR	46
ELEVATOR MAINTENANCE CONTRACT	47
MONITORING CONTRACT	47
PEST CONTROL CONTRACTOR	47
FIRE ALARM MAINTENANCE SERVICE CONTRACT	47
<b>STATE HOUSE OPERATIONS AND MAINTENANCE</b>	<b>47</b>
ADDITIONAL TASKS PERFORMED	49
COMMUNITY CREW	49
CLEANING	49
STAFFING	50
STATE HOUSE FOOD SERVICE AVERAGE SCORE	93
STATE HOUSE OVERALL AVERAGE SCORE	92
<b>STATE HOUSE EVENTS</b>	<b>51</b>

<b>EVENTS YEAR END REPORT FY05</b>	<b>51</b>
STATISTICS FOR DAY TIME EVENTS	51
STATISTICS FOR EVENING EVENTS	51
TOTAL MONIES COLLECTED FROM ALL FY05 EVENTS	51
SPECIAL EVENTS CONDUCTED BY BSB	51
HOW SPECIAL EVENT MONEY WAS SPENT IN FY05	51
FY05 EVENT STATISTICS	52
EVENTS SCHEDULE	52
<b>EVENTS YEAR END REPORT FY06</b>	<b>52</b>
STATISTICS FOR DAY TIME EVENTS	52
STATISTICS FOR EVENING EVENTS	52
HOW SPECIAL EVENT MONIES WAS SPENT IN FY06	53
<b>FY06 EVENT STATISTICS</b>	<b>53</b>
<b>SECURITY &amp; ACCESS CONTROL</b>	<b>54</b>
SECURITY OVERVIEW	54
HOMELAND SECURITY	54
FIRE/EMERGENCY RESPONSE	54
<b>EMERGENCY PLANNING AND ORGANIZATION</b>	<b>54</b>
EMERGENCY TEAMS	54
EMERGENCY TEAM PROFILES	55
EMERGENCY TEAM LEADER MEETINGS	55
EVACUATION DRILLS	55
POST EVACUATION MEETINGS	56
FIRE ALARM SYSTEM	56
<b>FY06 AND FY07 REASSESSMENT</b>	<b>56</b>
ACCESS CONTROL	56
<b>LOADING DOCK SECURITY</b>	<b>57</b>
<b>WEAPONS</b>	<b>57</b>
KEY CONTROL	57
<b>COMMUNICATION</b>	<b>58</b>
AGENCY LIAISONS	58
STATE HOUSE SECURITY COMMITTEE	58
GOVERNMENT CENTER SECURITY GROUP	58
ROUTINE MESSAGING	58
<b>IMPORTANT TELEPHONE NUMBERS</b>	<b>59</b>
ASSISTANT DIRECTOR OF SECURITY	59
PHOTO ID AND PARKING	59
BSB CONTROL CENTER 24 HOURS	59
BSB BUILDING OPERATIONS	59
SPECIAL SECURITY EVENT PLANNING/PREPARATION	59
<b>PARKING</b>	<b>59</b>
EMPLOYEE PARKING	59
VISITOR PARKING	60
PROCEDURES TO OBTAIN VISITOR/TEMPORARY PARKING	60
MOTORCYCLE PARKING	60
<b>ONGOING SECURITY IMPROVEMENTS</b>	<b>60</b>

## **Profile**

The Bureau of State Office Buildings (BSB), established under M.G.L. Chapter 8, section 9 is the state agency charged with responsibility for the care, maintenance, security and operations of four Government Center Complex facilities, as well as, the Pittsfield State Office Building and Springfield State Office Building. BSB is a central service agency providing core services to the tenants of these facilities.

Services include:

- Building Maintenance and Repair
- HVAC and Mechanical Systems Maintenance
- Elevator Maintenance
- Pest Control
- Cleaning, Trash Removal and Recycling Services
- Renovation and Repair Management
- Utilities Management
- Security & Safety Management
- Perimeter and Entry Security
- Parking and Security Systems Management
- Fire Prevention and Notification Systems Maintenance
- Special Event Management

## **Mission**

The Bureau mission is to utilize a diverse work force to carry out the statutory responsibilities of Massachusetts General Laws, Chapter 8; to provide a safe, secure workplace for customers, ensuring that all who enter Bureau facilities have a pleasant business environment and can transit common areas without incident; and to efficiently maintain mechanical systems and buildings within budget, recognizing that they function as places of business, museums of art and history, and sites for public congregation.

## **Values**

All Bureau of State Office Buildings employees are encouraged to carry out their individual objectives with the Bureau's overall values in mind. Our first responsibility is to our customers and the assets we maintain. Business is to be carried out in a manner where all employees display integrity in their day-to-day actions, show and receive respect, are accountable and innovative and keep the safety and security of the buildings and occupants at the forefront of all decisions.

## **FY05 Goals**

- Further improve the security and life safety systems as needed within all facilities
- Maintain Bureau-managed facilities in an efficient manner and within budget
- Provide a comfortable, customer-friendly working environment at all Bureau managed facilities
- Identify capital improvement needs and execute a plan to create and see projects through to improve all facilities
- Comply in full with administrative and departmental policies

## **FY06 Goals**

- Implement the Government Center perimeter security systems installation and integration
- Improve ADA accessibility in all Bureau facilities
- Maintain Bureau-managed facilities in an efficient manner and within budget
- Provide a comfortable, customer-friendly working environment at all Bureau-managed facilities
- Identify capital improvement needs and execute a plan to create and see projects through to improve all facilities

## **Objectives**

BSB manages the four state office buildings located in the Government Center Complex in Boston – the State House, the McCormack Building; the Hurley Building and the Lindemann Mental Health Center - as well as state office buildings located in Springfield and Pittsfield.

The Bureau is organized into four divisions: State House Operations; Planning Engineering and Operations; Safety, Security and Parking; Administration.

State House Operations – oversees the operation of the State House: monitors performance of and manages private contractors for cleaning, grounds, pest control, working closely with personnel in the Legislative and Executive Branches. The office of the Director of State House Operations is located in Room 115 of the State House.

Planning, Engineering and Operations– oversees mechanical maintenance of all facilities, including HVAC systems, elevators of the Government Center Complex. Plans future needs of buildings, including operating and capital expenditures. Supervises all construction projects and manages air quality issues. Efficiently and economically operates and manages Bureau facilities to provide safe, comfortable accessibility to assigned areas, and to maintain working environments and public areas within funding limits. The office of the Deputy Superintendent for Planning, Engineering and Operations is located in Room 107 of the McCormack Building.

Safety, Security and Parking - ensures a safe and secure workplace for employees and state building customers by managing contracts for security, updating and training occupants on emergency evacuation procedures, and by overseeing the Photo ID Access Card System, as well as locks, anti intrusion, surveillance and parking operations. The Director is also charged with maintenance of the fire protection and the safety systems. The office of the Director of Security is located in Room 1 of the State House and the ID Access Card Office and security support staff is located in Room 3 of the State House.

Administration – provides support, oversight and direct assistance to all Bureau activities and programs, in the areas of procurement, information technology, personnel, legal compliance and assistance, and budget control. This component also includes the Art Commission. The administration office also sanctions, organizes and supervises all State House events and functions. The Superintendent's Office is located in room 1 of the State House and the Administrative Office is Room 107 of the McCormack Building.

### **Bureau's Core Goals**

- Provide a safe and secure environment at all Bureau managed facilities.
- Provide a comfortable, customer-friendly working environment at all Bureau-managed facilities.
- Maintain Bureau-managed facilities in an efficient manner.
- Plan for the future.
- Comply in full with administrative and departmental policies.

### **Administration Objectives**

- Manage BSB budget lines within appropriation
- Monitor utility expenditure and establish baseline consumption for NG and Electricity
- Manage BSB procurement process to the best advantage of the agency ("Best Value" for Services, Regulatory/Statutory Compliance)
- Expeditiously backfill vacated positions in the workforce
- Closely monitor janitorial contract expenditure and reporting requirements
- Meet Minority and Women-owned Business Enterprise (MWBE) spending benchmarks
- Manage the BSB charge-back system in an efficient manner
- Work with Operations managers to monitor and maintain services at all BSB facilities
- Enhance, update, and maintain BSB web page to take advantage of technology

- Work closely with engineering staff to establish BSB in the utility benchmarking system and work towards achieving EnergyStar certification
- Continue to improve and expand the recycling program where possible in order to realize cost savings

### **Risks**

As a facility maintenance and customer service agency, BSB has identified the following risks:

- Safety and Security of Customers (unauthorized access to buildings/theft of property/vandalism to the infrastructure/personal assaults on customers/bomb threats, terrorism)
- Building Emergencies (fire/ mechanical failure/ electrical failure)
- Contractor Non-compliance
- Non-compliance with State Laws and Regulations
- Computer Failure
- Waste (funds/human resources)
- Key/Access Control

### **Administrative Overview**

**Office Administration-** Normal business hours are from 8:00 A.M. to 5:00 P.M., Monday through Friday. In the absence of the Superintendent, the Deputy Superintendent for Administration (DSA) is responsible for decision-making and communication to key officials. The DSA will communicate with the Deputy Superintendent for Planning and Engineering, the Deputy Superintendent for Operations, the Director of State House Operations, and the Director of Security, as necessary, for the resolution of specific problems related to their areas.

**Telephone Procedures-** The Bureau's main phone number is (617) 727-1100. This line is programmed for auto attendant. The Operations Call Center can be reached at (617-727-1000) to report emergencies, make service requests, or lodge complaints.

Problems with the telephone system are reported to the Deputy Superintendent for Administration, who then notifies the Director of Information Technology. In the event that outside assistance is necessary, the Director of Information Technology contacts the telecom vendor or telephone provider, as appropriate.

**Mail Procedures-** The official mailing address for the Bureau is State House, Room 1, Boston, MA 02133. All mail is received at the State House Post office and the McCormack Building Central Mail Room and brought to the McCormack Building, Room 107 for processing. All incoming mail is received and date-stamped by the Administration Receptionist and then distributed to the appropriate office by the courier. The Administration Receptionist utilizes the established mail handling protocols. Outgoing mail is picked up in each Bureau office twice daily by the courier, who delivers the interoffice mail throughout Government Center and brings outgoing U.S. Mail to the Central Mail location in the McCormack Building. Packages from state contracted delivery services will be accepted upon the approval of the Deputy Superintendent for Administration.

**Computer Systems-** BSB's computer local area network is maintained internally by the Director of Information Technology. The general and e-mail servers are located in the McCormack Building on the Plaza Level. Each employee is assigned a network log-in and then creates a unique password, which must be changed periodically. The IT Director has access to all employee files. Employees may utilize the "Share" folder to make certain files available to the rest of the staff and may designate such files as "read-only" if no changes are to be made. The IT Director acts as liaison to ANF's Information Technology Division (ITD) in matters related to the Commonwealth's wide area network. The IT Director purchases software only with the approval of the DSA. The IT Director periodically monitors the use of space available on employees' hard drives and recommends purging of unnecessary files and electronic mail messages when space becomes limited. All Bureau employees have received ANF's Policy on the Use of Information Technology Resources and understand that BSB retains the right to inspect any data contained in their personal computers or any data sent or received thereby. BSB's network is backed-up daily by the IT Director. Backup files are maintained on 4mm tape cartridges, which are secured in the IT Director's office located in a fireproof file.



**Purchasing-** All requests for expenditure of funds for goods and services are received, reviewed and approved by the DSA for compliance with procurement standards and appropriation. Once approved the DSA sends the requisition and necessary backup to the accounting staff.

### **Routine Purchases**

BSB follows all procurement policies and procedures according to the OSD Procurement Policies and Procedures Handbook <http://mass.gov/agency/documents/osd/policy/phand.pdf>. When ordering supplies, maintenance and services, an employee must first determine whether a state contract covering such a purchase exists. [If no state contract exists, proceed to “Procurement of Goods and Services Not on State Contract” section below.] If there is a state contract, or if the purchase is for under \$5,000, the employee continues the purchasing process herein:

A purchase requisition is completed and submitted to the employee’s Division Manager. (Signature of Division Manager indicates that the purchase of goods is reasonable and necessary.)

The purchase requisition is sent to the Deputy Superintendent for Administration. (Signature of DSA indicates that the purchase is within the agency’s budget.)

The purchase requisition is forwarded to accounting staff for assignment of purchase number, then returned to DSA.

Confirmed purchase requisition (with purchase number) is returned to employee.

Order is placed by employee. (Copies of confirmed purchase requisition are sent to vendor and dock attendant at the building where the goods are to be delivered.)

When goods are delivered, the packing slip is checked against goods described in purchase requisition and the delivery is checked for accuracy and completeness by the dock attendant or building superintendent.

Goods are delivered to the employee who placed the order.

### **Procurement of Goods and Services Not on State Contract**

The RFR process is used to contract for goods or services (over \$5,000) for which no state contract exists. A Procurement Management Team is selected and a Procurement Team Leader (PTL) is chosen from the members. The PTL prepares the RFR in consultation with the DSA. The RFR is then advertised, responses are received and evaluated, and a contract is executed in accordance with regulatory guidelines issued by oversight agencies.

### **Incidental Purchases**

A purchase of supplies, maintenance, and services under \$5,000 may be considered incidental, and therefore not subject to the RFR process, if it is a one-time purchase, or a series of purchases for a one-time non-recurring need. The DSA will review only written requests for incidental purchases and make the final determination based upon the OSD Incidental Purchasing Quick Reference Guide.

**Accounts Payable-** Upon delivery of goods, an invoice is generally sent to the ordering employee by the vendor under separate cover. Invoices must be date-stamped immediately upon receipt at any Bureau office. The invoice is checked against the purchase requisition, signed by the employee to indicate receipt of the goods, and forwarded to the accounting staff. The invoice is checked against the encumbrance, forwarded to the DSA for approval and returned to the accounting staff, who handles the payment of the invoice. According to the Commonwealth’s Bill Paying Policy issued by the Office of the Comptroller, all correct invoices are to be paid in 30 days. If an invoice is incorrect it should be returned to the vendor immediately with an explanatory correspondence.

**Interagency Purchase Procedures: Seller Agency-** All interagency encumbrances (IE) are entered into MMARS by the Accountant I or another member of the Operations Unit staff. Document will include a detailed description of product or service being purchased by the Buyer agency and all pertinent information with the exception of the Buyer agency accounting information.

The IE is brought to Draft status in MMARS by the Accountant I. The Buyer agency will then be notified via e-mail that an encumbering document has been entered so that the Buyer can then enter the accounting information and bring the document to Final status. Similarly, an Internal Initiator (ITI) document is entered by the Accountant I. The ITI will indicate the Seller account to which the payment should be made. The ITI will then be brought to final status.

The Buyer agency will then be notified via e-mail that an ITI has been entered that the Buyer agency needs to complete the process by creating an Internal Transaction Agreement. (ITA) Actual payment is not completed until the ITA is brought to Final Status.

Interagency Purchase Procedures: Buyer Agency- When the Operations Manager or the Accountant I are notified that an Interagency Encumbrance (IE) has been entered for goods and/or services purchased by DCAM, the Accountant I will locate the document(s) on the MMARS Document Catalog. The Accountant I will insert the required accounting information into the document and bring the document to Final Status.

### **Organizational Chart**

## Standard Workforce

<b>Pay Title</b>	<b>Standard Workforce 06/30/04</b>	<b>Standard Workforce 06/25/05</b>	<b>Standard Workforce 06/24/06</b>
Courier	1.00	1.00	1.00
Mail Clerk III	-	-	-
Clerk V	1.00	1.00	1.00
Institution Security Off. II	1.00	1.00	-
Laborer II	6.00	4.00	2.00
Storekeeper II	1.00	1.00	1.00
Institution Security Off. III	-	-	1.00
Storekeeper III	1.00	1.00	1.00
Institution Security Off. IV	-	-	1.00
Building Maintenance Supv II	2.00	2.00	3.00
Locksmith	1.00	1.00	1.00
Mason	1.00	1.00	1.00
Maintenance Equipment Operator	1.00	1.00	-
Maintenance Working Foreman	1.50	1.50	2.50
Carpenter II	1.00	2.00	1.00
Maint Equipment Operator II	-	-	1.00
Painter II	-	-	-
Electrician II	3.00	3.00	3.00
Institution Maint Foreman	1.00	1.00	1.00
Administrative Assistant I	1.00	1.00	-
Accountant II	-	-	1.00
Administrative Assistant II	1.00	1.00	1.00
Contract Specialist II	0.50	0.50	1.00
Accountant III	1.00	1.00	1.00
Edp Systems Analyst II	1.00	1.00	1.00
Electrical Engineer III	-	-	1.00
Mechanical Engineer III	1.00	-	-
Construction Coordinator II	-	-	-
Mechanical Engineer IV	1.00	1.00	1.00
Administrator I	-	1.00	-
Program Manager I	2.00	3.00	4.00
Administrator III	1.00	1.00	1.00
Administrator V	2.00	1.00	-
Administrator VI	1.00	1.00	2.00
Administrator VII	1.00	1.00	1.00
Administrator VIII	1.00	1.00	1.00

Administrator X	1.00	1.00	1.00
	38.00	37.00	38.50

### Current Service Providers

BSB has a mixture of in-house and contracted services generally referred to as an Out- Tasking model. BSB contract for core building services and has a small trades group and labor staff. A list of major service providers for FY06 follows:

Bottled Water	DS Water of America dba Belmont Springs
Physical Exams	Logan International Health
Uniforms - State House	G&K Uniforms
Copier Maint	Ikon
Access Control Maintenance	Ultra Guard
Mechanical Maintenance	Building Technology Engineers
Monitoring	Building Technology Engineers
Elevator Maintenance - Gov't Center	Delta/Beckwith Elevator
Elevator Maintenance - Pittsfield	Elevator Sales & Service
Fire System Maintenance - Gov't Center	Electrical Dynamics Inc.
HVAC -Pittsfield/Springfield	New England Mech. Services
Exterior Sculpture Maintenance	Daedelus
Property management - Springfield	Plotkin Associates
Light Bulbs	Northeast Electric
Fire Extinguisher Maintenance - Gov't Center	Keane Fire & Safety
Cleaners- Gov't Center	UNICCO Service Company
Exterminators-Gov't Center	UNICCO Service Company/Terminex
Lawn Weed Control	UNICCO Service Company/Chemlawn
Bulb Recycling	Veoliaes Technical Solutions
Trash Removal	UNICCO Service Company
Snow Removal - Pittsfield	Petricca
Electricity Distribution	NStar
Electricity Distribution-Pittsfield	Western MA Electric
Electricity Distribution-Springfield	Western MA Electric
Electricity Supply	Direct Energy
Electricity Supply-Pittsfield	Direct Energy
Electricity Supply-Springfield	Western, MA
Gasoline	PHH
Fuel for (Buildings E-Gen.)	Global Petro
Water and Sewer- Gov't Center	BWSC

Water and Sewer- Pittsfield	City of Pittsfield
Water and Sewer- Springfield	City of Springfield
Natural Gas Distribution-Gov't Center	Key Span
Natural Gas Distribution-Pittsfield	Berkshire Gas
Natural Gas Distribution-Springfield	Bay State Gas
Natural Gas Supply-Gov't Center	Hess
Natural Gas Supply- Pittsfield	Berkshire Gas
Natural Gas Supply- Springfield	Bay State

## Actual Expenditure Report

### Bureau of State Office Buildings FY2006 Actual Expenditures by Building Account Nos. 1102-3301 and 1102-3302

completed 11/1/2005

		State House	McCormack	Hurley	Lindemann	Springfield	Pittsfield	Total
		3310	3610	3710	3510	3910	5010	
Gross Sq. Ft.		650,000	800,000	347,022	225,875	21,400	54,062	2,08,359
Usable Sq. Ft.		552,500	680,000	294,969	191,994	17,850	45,953	1,783,266
% of Usable Sq. Ft.		30.98%	38.13%	16.54%	10.77%	1%	2.58%	
<b>Payroll Related</b>		44.77%	32.60%	9.43%	10.20%	0.30%	2.70%	100.00%
Salaries	AA	\$ 747,411.30	\$ 544,239.63	\$ 157,428.83	\$ 170,283.57	\$ 5,008.34	\$ 45,075.06	\$ 1,669,446.73
Contracted Employee	C23	\$ 28,521.10						\$ 28,521.10
Contracted Employee Exp	C98	\$ 465.65						\$ 465.65
Employees Exp	DD	\$ 115,804.06	\$ 84,324.60	\$ 24,392.05	\$ 26,383.77	\$ 775.99	\$ 6,983.94	\$ 258,664.41
Employee Out-of-State Travel	B01							\$ 168.88
Employee In-State Travel	B02							\$ 831.35
Exigent Job Related Exp	B10							\$ 34.95
<b>Administrative Expenses</b>								
Office Supplies	E01	\$ 1,058.51	\$ 1,309.78	\$ 214.14	\$ 231.63	\$ 6.81	\$ 61.31	\$ 2,882.18
Printing supplies	E02	\$ 801.43	\$ 854.24	\$ 156.54	\$ 169.32	\$ 4.98	\$ 44.82	\$ 2,031.33
Printing	E04	\$ 161.40	\$ 117.52	\$ 34.00	\$ 36.77	\$ 1.08	\$ 9.73	\$ 360.50
	E05	\$ 1,127.28	\$ 820.85	\$ 237.44	\$ 256.83	\$ 7.55	\$ 67.98	\$ 2,517.94
IT Chargeback	E10							\$ -
Subscriptions	E12	\$ 1,016.28	\$ 740.02	\$ 214.06	\$ 231.54	\$ 6.81	\$ 61.29	\$ 2,270.00
Advertising	E13							\$ -
Water	E15	\$ 1,361.44	\$ 991.35	\$ 286.76	\$ 310.18	\$ 9.12	\$ 82.11	\$ 3,040.96
Single Audit	E18							\$ 100.00
Motor Vehicle Chargeback	E20	\$ 7,295.72	\$ 5,312.50	\$ 1,536.71	\$ 1,662.19	\$ 48.89	\$ 439.99	\$ 16,296.00
Tort Claims Liab Mgnt Reduc Fd	E32	\$ 287.06	\$ 209.03	\$ 60.46	\$ 65.40	\$ 1.92	\$ 17.31	\$ 641.19
Exp On-Behalf of Employees	E42							\$ -

Bureau of State Office Buildings  
FY2006 Actual Expenditures by Building Account Nos. 1102-3301 and 1102-3302

Pride in Performance	EE9								\$	160.00
		State House	McCormack	Hurley	Lindemann	Springfield	Pittsfield	Total		
		3310	3610	3710	3510	3910	5010			
<b>Facility Expenses</b>										
Clothing	F09	\$ 832.72	\$ 879.33	\$ 175.40	\$ 189.72	\$ 5.58	\$ 50.22	\$ 2,132.97		
Garden Supplies	F13	\$ -	\$ 377.00					\$ 377.00		
Maintenance Repair Tools	F25	\$ 9,864.41	\$ 11,176.57	\$ 234.33	\$ 621.38	\$ 2.48	\$ 869.48	\$ 22,768.65		
Light Bulbs	F25	\$ 4,395.01	\$ 9,326.80	\$ 330.44	\$ 4,612.44	\$ 410.30	\$ 186.85	\$ 19,261.84		
Light Supplies	F25	\$ 3,468.51	\$ 4,484.70	\$ 64.45	\$ 422.51	\$ 2.05	\$ 18.45	\$ 8,460.67		
Ice Melt	F25	\$ 3,528.00	\$ 1,008.00		\$ 1,008.00			\$ 5,544.00		
Security Supplies	F27									
<b>Consultant Services</b>										
Workers Comp. Litigation	H09							\$ 1,593.00		
Health Med Consultant	H20	\$ 1,029.71	\$ 749.80	\$ 216.89	\$ 234.60		\$ 62.10	\$ 2,300.00		
<b>Operational Services</b>										
Cabling	J08									
Janitorial Cleaning	J09	\$ 180,632.13	\$ 654,013.77	\$ 63,933.15	\$ 397,213.26			\$ 1,295,792.31		
Paper Products	J09	\$ 5,680.80	\$ 12,099.80	\$ -	\$ 16,819.33			\$ 34,599.93		
Pest Control	J18	\$ 11,199.62	\$ 10,066.62	\$ 1,156.54	\$ 7,899.92			\$ 30,322.70		
Hazardous Waste	J21	\$ 1,500.00	\$ 2,500.00	\$ 700.00	\$ 320.40		\$ 51.22	\$ 5,071.62		
Laundry	J27	\$ 1,719.35	\$ 2,544.65		\$ -			\$ 4,264.00		
UPS - Shipping	J29		\$ 35.13					\$ 35.13		
Non-Hazardous Waste	J39	\$ 20,268.89	\$ 40,563.85	\$ 3,066.64	\$ 16,652.08			\$ 80,551.46		
Security Guard Service	J40		\$ 247,780.95					\$ 247,780.95		
Snow Removal/Grounds Keeping	J43		\$ -				\$ 11,210.00	\$ 11,210.00		
Temp Service	J46		\$ -					\$ 175.81		
Trades workers	J60	\$ 6,723.97	\$ 5,596.68	\$ 849.28	\$ 1,652.48	\$ 10,369.99	\$ 9,132.88	\$ 34,325.28		
Sculpture Maintenance/Repair	J60	\$ 26,300.00	\$ -					\$ 26,300.00		
Property Manager	J61		\$ -		\$ -	\$ 124,936.14		\$ 124,936.14		
Senior Volunteer	J98	\$ 2,536.50	\$ 1,847.00	\$ 534.27	\$ 577.89	\$ 17.00	\$ 152.97	\$ 5,665.63		

**Equipment Purchase****Bureau of State Office Buildings  
FY2006 Actual Expenditures by  
Building Account Nos. 1102-3301  
and 1102-3302**

		State House 3310	McCormack 3610	Hurley 3710	Lindemann 3510	Springfield 3910	Pittsfield 5010	Total
Office Furniture	K07		\$ 656.00					\$ 656.00
Lawn and Ground Equipment	K13	\$ -	\$ 2,495.00		\$ 1,715.22			\$ 4,210.22
<b>Equip Lease/Maintenance</b>								
Lift Weekly Rental	L23	\$ -	\$ -		\$ -			\$ -
Facility Equipment Maintenance	L43	\$ -	\$ -		\$ 516.70		\$ 351.65	\$ 868.35
Vehicle Maintenance	L44	\$ -	\$ -		\$ -			\$ 73.00
Laser Printer Maintenance	L45	\$ -	\$ -		\$ -			\$ -
Photocopier Maintenance	L46	\$ 222.84	\$ 162.27	\$ 46.94	\$ 50.77	\$ 1.49	\$ 13.44	\$ 497.75
Law Enforcement	L50							\$ 22,290.49
<b>Building Maintenance</b>								
Fire System	N16	\$ 32,772.07	\$ 29,869.86	\$ 3,622.42	\$ 29,285.82			\$ 95,550.17
Elevator Maintenance	N16	\$ 158,357.80	\$ 158,357.80	\$ 11,591.40	\$ 79,176.20			\$ 407,483.20
Mechanical Maintenance	N16	\$ 384,980.00	\$ 711,017.00	\$ 87,238.82	\$ 360,435.96			\$ 1,543,671.78
Building Monitoring	N16	\$ 119,082.51	\$ 119,082.51	\$ 17,909.98	\$ 119,082.51			\$ 375,157.51
Operating Sub-Total		<u>\$ 1,880,406.07</u>	<u>\$ 2,665,610.60</u>	<u>\$ 376,231.94</u>	<u>\$ 1,238,118.39</u>	<u>\$ 141,616.53</u>	<u>\$ 74,942.81</u>	<u>\$ 6,402,360.73</u>
<b>IT Expenses</b>								
Data Line	U01	\$ 1,888.00	\$ -	\$ -		\$ 300.00		\$ 2,188.00
Telephone	U02	\$ 12,332.87	\$ 15,031.25	\$ 2,300.80	\$ 2,714.45	\$ 307.29	\$ 1,519.73	\$ 34,206.39
Software & IT Accessories	U03	\$ 124.17	\$ 198.70	\$ -				\$ 322.87
Computer Service	U04	\$ 16,678.90	\$ 12,145.01	\$ 3,513.11	\$ 3,799.97	\$ 111.76	\$ 1,005.88	\$ 37,254.63
Cabling	U06	\$ 467.50	\$ 282.50	\$ -				\$ 750.00
Equipment Purchase	U07		\$ 24.20	\$ -				\$ 24.20
Hand Radio Repair	U10		\$ 658.08	\$ -				\$ 658.08



Cleaning/Usable Sq Ft	1.12	0.88	0.22	1.94	0	0	0.93
Cleaning/Interior Sq Ft	0.95	0.75	0.19	1.65	0	0	0.79

# **Energy**

Electricity Distribution	G03	\$ 482,758.95	\$ 1,130,022.46	\$ 68,583.86	\$ 218,123.63	\$ 51,640.76	\$ 35,897.03	\$ 1,987,026.69
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## **Bureau of State Office Buildings FY2006 Actual Expenditures by Building Account Nos. 1102-3301 and 1102-3302**

		State House 3310	McCormack 3610	Hurley 3710	Lindemann 3510	Springfield 3910	Pittsfield 5010	Total
Fuel for Vehicles	G05	\$ 1,879.91	\$ 1,368.89	\$ 395.97	\$ 428.30	\$ 12.60	\$ 113.37	\$ 4,199.04
Diesel Fuel for Generators	G06	\$ 1,383.44	\$ 1,325.07	\$ 56.20	\$ 464.03	\$ 285.69		\$ 3,514.43
Water & Sewer	G08	\$ 129,956.04	\$ 81,814.16	\$ 12,943.04	\$ 79,907.45	\$ 953.79	\$ 1,896.48	\$ 307,470.96
Natural Gas	G11	\$ 273,868.07	\$ 663,661.67	\$ 100,763.78	\$ 301,382.55	\$ 11,641.55	\$ 44,747.05	\$ 1,396,064.67
Electricity Supply	GG3	\$ 614,539.76	\$ 1,629,664.14	\$ 135,548.42	\$ 356,235.75		\$ 22,390.50	\$ 2,758,378.57
TELP Gas Conversion	L03							\$ 607,391.04
<b>Energy Sub Total</b>		<b>\$ 1,504,386.17</b>	<b>\$ 3,507,856.39</b>	<b>\$ 318,291.27</b>	<b>\$ 956,541.71</b>	<b>\$ 64,534.39</b>	<b>\$ 105,044.43</b>	<b>\$ 7,064,045.40</b>
Total Building Cost		<b>\$ 3,384,792.24</b>	<b>\$ 6,173,466.99</b>	<b>\$ 694,523.21</b>	<b>\$ 2,194,660.11</b>	<b>\$ 206,150.92</b>	<b>\$ 179,987.24</b>	<b>\$ 13,445,170.79</b>

(1) \$515,000.00 additional  
paid for J09 at State  
House through 1102-3306

(1) \$ 3,884,792.24

(2) \$195,000.00 paid against State House and McCormack from FY 05 Supplemental Budget

**Bureau of State Office Buildings**  
**FY2006 Actual Expenditures by Building Account Nos. 1102-3336**

		Hurley	Total
		3710	
Gross Sq. Ft.		347,022	2,08,359
Usable Sq. Ft.		294,969	1,783,266
% of Usable Sq. Ft.		16.54%	
<b>Payroll Related</b>		9.43%	100.00%
Salaries	AA		
Contracted Employee	C23		
Contracted Employee Exp	C98		
Employees Exp	DD		
Employee Out-of-State Travel	B01		
Employee In-State Travel	B02		
Exigent Job Related Exp	B10		
<b>Administrative Expenses</b>			
Office Supplies	E01		
Printing Exp and Supplies	E02		
Printing	E04		
	E05		
Telephone	E08		
IT Chargeback	E10		
Subscriptions	E12		
Advertising	E13		
Water	E15		
Motor Vehicle Chargeback	E20		
Tort Claims Liab Mgnt Reduc Fd	E32		
Exp On-Behalf of Employees	E42		
Telecommunication Service - Data	EE8		
<b>Facility Expenses</b>			
Garden Supplies	F13		
Maint Repair Tools	F25		
Light Bulbs	F25		
Light Supplies	F25		
Security Supplies	F27		
<b>Consultant Services</b>			
Workers Comp. Litigation	H09		
Health Med Consultant	H20		
<b>Operational Services</b>			
Cabling	J08		
Janitorial Cleaning	J09	\$ 372,768.35	\$ 372,768.35
Paper Products	J09		
Pest Control	J18	\$ 6,743.38	\$ 6,743.38

Hazardous Waste	J21		
Laundry	J27		
Non-Hazardous Waste	J39	\$ 15,864.88	\$ 15,864.88
Security Guard Service	J40		
Snow Removal/Grounds Keeping	J43		
Tradespeople	J60		
Property Manager	J61		

#### **Equipment Purchase**

Lawn and Ground Equipment	K13		
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#### **Equip Lease/Maintenance**

Lift Weekly Rental	L23		
Facility Equipment Maintenance	L43		
Vehicle Maintenance	L44		
Laser Printer Maint	L45		
Photocopier Maint	L46		
Law Enforcement	L50		

#### **Building Maintenance**

House Doctor Project	N01		
Fire System	N16	\$ 21,120.89	\$ 21,120.89
Elevator Maint	N16	\$ 67,584.80	\$ 67,584.80
Mechanical Maint	N16	\$ 613,104.22	\$ 613,104.22
Building Monitoring	N16	\$ 101,172.53	\$ 101,172.53
Operating Sub-Total		<u>\$ 1,198,359.05</u>	<u>\$ 1,198,360.05</u>

Cleaning/Usable Sq Ft	0.22	0.93
Cleaning/Interior Sq Ft	0.19	0.79

#### **Energy**

Electricity Distribution	G03	\$ 399,722.04	\$ 399,722.04
Fuel for Vehicles	G05		
Water & Sewer	G08	\$ 73,552.53	\$ 73,552.53
Natural Gas	G11	\$ 587,530.92	\$ 587,530.92
Electricity Supply	GG3	\$ 790,328.86	\$ 790,328.86
TELP Gas Conversion	L03		

<b>Energy Sub Total</b>		<u>\$ 1,851,134.35</u>	<u>\$ 1,851,134.35</u>
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Total Building Cost		<u><u>\$ 3,049,493.40</u></u>	<u><u>\$ 3,049,494.40</u></u>
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### Capital Project Expenditure

	Program	Phase	Set aside	Obligated	Expended
State House Roof Repair & Study	BSB0410	TR1	\$90,452.60	\$31,507.80	\$19,075.00
State House Roof Repair & Study	BSB0410	TR1	\$9,547.40	\$9,547.40	\$9,547.40
Salt Drains	BSB0410	TR2	\$7,000.00	\$7,000.00	\$7,000.00
McCormack Vestibule, elevator upgrades, Garage Cameras	BSB0410	TR3	\$188,500.00	\$188,500.00	\$188,497.00
McCormack Vestibule, elevator upgrades, Garage Cameras	BSB0410	TR3	\$746,926.85	\$746,926.85	\$746,926.85
McCormack Front Stairs	BSB0410	TR4	\$795,400.00	\$792,466.31	\$792,466.31
Day Care Study	BSB0410	TR5	\$85,653.00	\$92,889.35	\$84,809.35
Day Care Study	BSB0410	TR5	\$4,347.00	\$4,347.00	\$4,347.00
McCormack Lighting Upgrades	BSB0410	TR6	\$113,841.24	\$117,934.15	\$100,844.12
21st Floor Conf Room Upgrades	BSB0410	TR7	\$38,020.97	\$38,020.97	\$38,020.97
21st Floor Conf Room Upgrades	BSB0410	TR7	\$48,457.96	\$48,457.96	\$48,457.96
Access Control	BSB0501	TR1	\$245,000.00	\$244,610.00	\$196,498.97
Elevator Code Upgrades	BSB0501	TR2	\$230,000.00	\$230,000.00	\$225,687.89
Lindemann Elevator	BSB0513	TR1	\$892,104.00	\$178,432.84	\$80,825.84
Move Related Technology	BSB0514	TR1	\$15,000.00	\$14,580.81	\$14,580.81
Signage Study	BSB0515	TR1	\$145,000.00	\$130,614.07	\$130,613.16
SH Boilers	BSB0516	TR1	\$900,000.00	\$462,071.96	\$234,085.96
McCormack Lobby bathrooms	BSB0517	TR1	\$150,000.00	\$80,700.00	\$55,350.00
McCormack Transformer Upgrade	BSB0518	TR1	\$35,000.00	\$34,848.32	\$28,266.96
CSC Renovations	BSB0519	TR1	\$14,893.93	\$14,293.89	\$14,293.89
Child Care Center Renovations	BSB0610	TR1	\$66,000.00	\$66,000.00	\$50,730.00
Child Care Center Renovations	BSB0610	TR1	\$268,413.00	\$252,209.56	\$36,128.41
East Wing Ramps	BSB0611	TR1	\$485,808.00	\$384,801.00	\$237,205.50
Environmental Assessment	BSB0612	TR1	\$65,000.00	\$62,176.00	\$21,536.09
SH Signage	BSB0613	TR1	\$452,964.00	\$0.00	\$0.00
SH Carp Shop Vent	BSB0614	TR1	\$20,000.00		
SH Trenches	BSB0615	TR1	\$20,000.00		
Environmental Various	BSB0616	TR1	\$60,000.00		
			<b>\$6,193,329.95</b>	<b>\$4,232,936.24</b>	<b>\$3,365,795.44</b>

### Trash/Recycling

#### STATE HOUSE

*Recycling Percentages*

*Recycled tonnages*

	<b>FY2005</b>	<b>FY2006</b>	<b>FY2005</b>	<b>FY2006</b>
Jul	51.05%	59.35%	13.34	15.93
Aug	51.79%	59.26%	12.75	16.83
Sep	50.97%	55.78%	14.98	16.00
Oct	51.60%	52.91%	10.50	14.83

Nov	49.15%	58.11%	10.99	17.20
Dec	47.99%	59.49%	12.03	18.83
Jan	62.91%	59.98%	15.59	16.83
Feb	51.75%	58.93%	15.51	15.15
Mar	52.82%	50.03%	19.59	16.14
Apr	52.20%	50.63%	15.30	13.26
May	45.65%	56.63%	11.71	19.3
Jun	50.55%		17.40	
Total			<b>169.69</b>	<b>180.3</b>
Average	<b>51.54%</b>	<b>56.46%</b>	<b>14.14</b>	<b>16.39</b>

#### McCORMACK BUILDING

	<i>Recycling Percentages</i>		<i>Recycled tonnages</i>	
	<b>FY2005</b>	<b>FY2006</b>	<b>FY2005</b>	<b>FY2006</b>
Jul	46.31%	44.51%	21.64	24.65
Aug	46.29%	44.33%	21.95	21.60
Sep	47.87%	46.36%	21.99	23.45
Oct	44.33%	47.24%	18.62	23.75
Nov	44.71%	45.95%	23.02	21.95
Dec	43.29%	46.50%	21.85	24.10
Jan	45.04%	46.09%	20.55	20.45
Feb	46.52%	46.09%	22.65	21.45
Mar	48.09%	47.00%	25.75	25.95
Apr	46.53%	46.85%	25.44	21.45
May	43.51%	46.59%	22.15	25.45
Jun	43.43%		25.75	
Total			<b>271.36</b>	<b>254.25</b>
Average	<b>45.49%</b>	<b>46.14%</b>	<b>22.61</b>	<b>23.11</b>

#### LINDEMANN BUILDING

	<i>Recycling Percentages</i>		<i>Recycled tonnages</i>	
	<b>FY2005</b>	<b>FY2006</b>	<b>FY2005</b>	<b>FY2006</b>
Jul	24.06%	25.91%	3.02	3.43
Aug	24.23%	18.77%	3.22	2.65
Sep	27.51%	26.83%	3.31	3.55
Oct	28.49%	30.24%	3.41	4.95
Nov	17.23%	16.52%	2.21	1.85
Dec	24.22%	30.32%	1.95	4.03
Jan	27.61%	24.61%	3.91	2.83
Feb	21.05%	31.23%	2.33	4.01
Mar	32.81%	32.64%	5.59	4.69
Apr	36.61%	30.73%	6.10	4.28
May	24.67%	17.89%	4.54	2.48
Jun	22.84%		2.98	
Total			<b>42.57</b>	<b>38.75</b>
Average	<b>25.94%</b>	<b>25.97%</b>	<b>3.55</b>	<b>3.52</b>

### HURLEY BUILDING

*Recycling Percentages*

*Recycled tonnages*

	<b>FY2005</b>	<b>FY2006</b>	<b>FY2005</b>	<b>FY2006</b>
Jul	52.99%	52.17%	12.93	13.34
Aug	50.41%	66.11%	8.08	15.31
Sep	60.59%	55.93%	13.97	14.20
Oct	53.34%	53.37%	11.42	10.62
Nov	58.03%	52.25%	12.68	11.27
Dec	54.44%	57.22%	12.64	14.97
Jan	52.09%	60.72%	9.49	13.20
Feb	59.43%	54.30%	13.67	10.55
Mar	59.41%	57.59%	15.79	16.96
Apr	60.52%	52.99%	13.43	12.68
May	60.32%	54.76%	15.05	13.58
Jun	59.47%		12.78	
Total			<b>151.93</b>	<b>146.68</b>
Average	<b>56.75%</b>	<b>56.13%</b>	<b>12.66</b>	<b>13.33</b>

### BSB OVERALL RECYCLING

	<i>Recycling Totals</i>		<i>Trash &amp; Rec. Total</i>		<i>Recycling Percentage</i>	
	<b>FY2005</b>	<b>FY2006</b>	<b>FY2005</b>	<b>FY2006</b>	<b>FY2005</b>	<b>FY2006</b>
Jul	50.93	57.35	109.81	121.03	46.38%	47.38%
Aug	46.00	56.39	101.36	114.4	45.38%	49.29%
Sep	54.15	61.38	110.26	125.38	49.11%	48.96%
Oct	43.95	54.15	95.73	114.57	45.91%	47.26%
Nov	48.90	52.27	108.53	110.14	45.06%	47.46%
Dec	48.47	61.93	104.05	122.83	46.58%	50.42%
Jan	49.54	53.31	102.79	105.67	48.20%	50.45%
Feb	54.16	51.16	112.73	104.52	48.04%	48.95%
Mar	66.72	63.74	134.26	131.29	49.69%	48.55%
Apr	60.27	51.67	122.83	109.83	49.07%	47.05%
May	53.45	60.81	119.97	127.36	44.55%	47.75%
Jun	59		137.43		42.93%	
Total	442.25	624.16	1,359.75	1287.02		
Average	<b>36.85</b>	<b>78.02</b>	<b>113.31</b>	<b>214.50</b>	<b>46.74%</b>	<b>48.50%</b>

By comparison BSB recycled 43.39% in FY04, 46.74% in FY05, and 48.50% in FY06.

### Confidential Paper Destruction Services

BSB provides confidential paper destruction services through the multi service cleaning, trash removal and recycling contract to requesting agencies through the chargeback process.

Confidential Paper Destruction		
	FY05	FY06
	Tons	Tons
State House	2.08	2.46
McCormack	10.9	1.5
Hurley	54.1	94.7

## Wayfinding

BSB contracted the services of Carpmann Grant Associates to provide consultant services to design wayfinding and orientation strategies for people to navigate complex institutional public buildings such as the Massachusetts State House. BSB was faced with inadequate and inconsistent signage, ranging from bronze to cardboard. Citizens and employees alike have difficulty finding their way, get disoriented and even end up lost. Previous contracts for signage systems in the Government Center area have not solved the problem of people winding their way into and around these government buildings. BSB promotes open and accessible government and would like its buildings to reflect and support that value.

The immediate focus of this project was on the Massachusetts State House.

BSB received the following services; a comprehensive analysis of the array of different users with wayfinding challenges; a diagnosis of why different users get lost in the building utilizing surveys, focus groups and participatory workshops; presentations to and discussions with a working committee; recommendations for wayfinding solutions, including detailed information on design and content, procurement, placement and installation, staff training, and an operational plan to support periodic changes and long term maintenance.

Carpman Grant completed the Wayfinding Analysis and Master Planning Project, as well as sign and map design, for the Massachusetts State House. As a result of this analysis, planning, and design, BSB contracted with Bunting Graphics to provide for the fabrication and installation of Exterior Signs, Interior Signs, as well as Exterior and Interior You-Are-Here (YAH) Maps.

The installation will be completed in the Fall of 2006.

## MMARS Transactions

The following table represents the various encumbrances by type entered by BSB, into MMARS. The intent of this table is to indicate and track BSB's incidental spending. In the interests of timeliness, minimizing the burden on administrative resources and expediting simple purchases, commodities or services having a value less than or equal to \$1,000 may be purchased without a competitive procurement. Having a low incidental purchase rate is indicative of BSB's success in planning for maintenance needs.

FY 2005 encumbrance transactions:

Total FY 2005 payment transactions: 2122

CT	105
GAE	59
IE	10
PC	221
RPO	5

FY 2006 encumbrance transactions:

Total FY 2006 payment transactions: 1822

CT	104
GAE	56
IE	10
PC	230
RPO	5

## AMP Expenditure Reporting

In FY05, BSB continued a contract with Building Technology Engineers (BTE) for 24 hour building monitoring and mechanical controls services at the Government Center facilities. Through this contract BTE has proposed an AMP response that includes partnerships with AGCS, Inc. to conduct a third party analysis of the current monitoring practices and reporting processes. Additionally, through this contract BTE has developed a mentor/protégé relationship with Done Right Building Services, Inc. to develop their service delivery in building automation and mechanical systems. These relationships and the developmental results are the core of the AMP.

The Bureau of State Office Buildings completed its eighth year of a major contract with UNICCO Service Company. This contract includes AMP language that has formed a business partnership with a woman owned business, J&R Cleaning Service (JRCS).

In FY05, BSB expended \$2,269,263 with UNICCO Service Company for cleaning services in Government Center. The total subcontracted to JRCS for FY05 is \$519,372.68.

A letter from UNICCO dated July 5<sup>th</sup>, 2006 indicates that they have subcontracted \$365,811.74(17.07%) worth of janitorial services to J&R Cleaning for FY06. A total of \$77,580.88 (19.18%) is for Lindemann Building and \$288,230.86(42.90%) is for State House.

The Bureau of State Office Buildings has been contracting with Building Technology Engineers for Building services in Government Center facilities since FY04. For FY06 under this contract approximately 12% of the Building services were subcontracted to DoneRight Services who is a MBE.

In FY06, BSB expended \$476,330 with Building Technology Engineers for Building services in Government Center. We have recently received a letter from our contractor, Building Technology. It indicates that the total expended with DoneRight Services for FY06 is \$54,456.00. Attached is a copy of AMP contract language.

	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>
<b>MBE</b>	\$ 49,133	\$ 16,988	\$ 11,465	\$54,456
<b>WBE</b>	\$ 490,539	\$ 495,715	\$ 531,115	365,812

### MINORITY BUSINESS EXPENDITURE

#### *FY06 Benchmark Calculation*

1. Average Expenditures FY04 & FY05	2. Additional Amount to be Expended in FY06	3. FY06 Projected <b>MBE Expenditure</b> (Col. 1 + 2)
\$ 14,227.00	\$ 5,773.00	\$ 20,000.00

### WOMEN BUSINESS EXPENDITURE

#### *FY06 Benchmark Calculation*

1. Average Expenditures	2. Additional Amount to be	3. FY06 Projected <b>WBE Expenditure</b>
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FY04 & FY05	Expended in FY06	(Col. 1 + 2)
\$ 513,415.00	\$ 42,599.00	\$ 556,014.00

### **Courier Service**

BSB provides daily interoffice courier service for the following agencies throughout the Government Center Complex.

Administration and Finance  
Appellate Tax Board  
Civil Service Commission  
Department of Mental Health  
Division of Capital Asset Management  
Division of Unemployment Assistance  
Human Resources Division  
Massachusetts Commission Against Discrimination  
Massachusetts Office of Dispute Resolution  
Massachusetts State Library  
Operational Services Division

### **Bill Paying Statistics**

Timely bill paying is a priority for the Commonwealth. Since the change over to New MMARS, BSB like many agencies has had to focus on overcoming the newness of the system with limited staffing. During this period of transition, BSB's bill paying statistics declined significantly. MMARS is now stable and it is time to focus on the business practices supported by MMARS. The goal of BSB through bill paying review and timely processing continues to be to position the agency as a great business partner for our taxpayers as well as to our vendors and to maximize prompt payment discounts.

BSB strives to pay 95% of their bills in 30 days. BSB agrees that in cycles of tight budgets, this consistent performance should be a positive factor in future negotiations with the contracting community.

To Recap:

4<sup>th</sup> quarter FY05 – the Commonwealth paid 72% of its bills in 30 days  
1<sup>st</sup> quarter FY06 – the Commonwealth paid 76% of its bills in 30 days  
2<sup>nd</sup> quarter FY06 – the Commonwealth paid 80% of its bills in 30 days  
3<sup>rd</sup> quarter FY06 – the Commonwealth paid 80% of its bills in 30 days

BSB has achieved payment of bills within 30 days in alignment with other state agencies as indicated by the 3<sup>rd</sup> quarter FY06 statistical reporting.

	Department	# of Doc.	3rd Quarter FY2006 Bill Paying Policy Percentage
BSB	BUREAU OF STATE BUILDINGS	301	80%

### **Prompt payment Discounts**

The benefits are accruing to departments that take advantage of vendor discount terms. Automated discount management is now a feature of MMARS. The vendors receive improved predictable cash flow and departments benefit by reducing costs making funds available for other department purposes.

With the great success of prepayment discounts since FY02, BSB has embraced the opportunity to take advantage of additional prompt pay discounts. Routinely processing invoices timely will assure that discounts offered are taken. Outreach to vendors holding current contracts may result in the offer of additional discount savings.

BSB seeks to expand on the opportunities for additional discounts in alignment with this Comptroller initiative.

3<sup>rd</sup> quarter statistics (the first available) follow:

<b>Discounts Taken</b>			
<b>DEPT</b>	<b>LINE DISCOUNT AMOUNT</b>	<b>ACTUAL DISCOUNT AMOUNT</b>	<b>Average Discount</b>
<b>BSB</b>	\$ 332,293.76	\$ 544.94	0.16%

<b>Partial Discounts Taken</b>			
<b>DEPT</b>	<b>LINE DISCOUNT AMOUNT</b>	<b>ACTUAL DISCOUNT AMOUNT</b>	<b>LOST DISCOUNT</b>
<b>BSB</b>	\$ 17,832.12	\$ 260.07	\$ 184.19

<b>No Discounts Taken</b>			
<b>DEPT</b>	<b>LINE DISCOUNT AMOUNT</b>	<b>ACTUAL DISCOUNT AMOUNT</b>	<b>LOST DISCOUNT</b>
<b>BSB</b>	\$ 11,397.40	\$ -	\$ 152.28

### **Workers Compensation**

For FY07 BSB projects Workers' Compensation spending at \$185,000. BSB currently makes payment for five long-term workers' compensation cases dating back to 1985. BSB has investigated the possibility of settlement in these cases, but has not had the necessary discretionary funding available in recent fiscal years.

A claim for Workers' Compensation benefits can be made when an employee misses 5 or more days of work due to a work-related injury. All managers have a supply of Industrial Accident Forms Packets on hand and available in their offices in the event that an injury should occur. Completed forms are submitted by managers to the DSA, who keeps copies for agency files and then forwards the forms to BSB's Workers' Compensation Agent at the HRD.

The following forms are included in the Packet:

Notice of Injury Report – to be completed by the injured worker's supervisor, co-worker, or by the employee himself, whenever an employee is injured on the job, *regardless of the severity of the injury*. This form must be submitted by the workers' compensation agent to HRD's Workers' Compensation Section within 48 hours of the injury, so time is of the essence.

Internal Claims Investigation – to be completed by the division manager when a claim is filed. This form assists the Workers' Compensation Section in determining whether to accept or deny a claim.

Concurrent Employment Review Form – to be completed by the employee when a claim is filed. The information on this form is used in calculating the compensation rate for the injured employee.

Authorization for Release of Medical Records – to be completed by the employee when a claim is filed.

Physician's Report – to be filled out as indicated on the form: one section by the employer (division manager), one section by the employee, one section by the medical provider/office staff, and one section by the physician.

In FY06, BSB expended \$228,646 for Worker's Compensation. This amount was significantly higher than previous years expenditure due to a severe work related injury to a BSB labor force employee which required hospitalization and assistive home care.

### **Snow Removal Expenditure**

BSB expended \$11,210 at the Pittsfield State Office Building and \$6,520 at the Springfield State Office Building (Liberty Street) for contracted snow removal during FY06. During the course of FY06 minimal amounts of overtime were expended on snow removal in Government Center. There was a single significant snow event for FY06. BSB continues to rely on inmate work crews to perform a majority of snow removal tasks in Government Center.

### **Vehicle Fleet**

S725F	1998 PU w/ Plow	Blue PU w/ Plow
S907D	2001 Ford-15 Pass Van	McC Comm Team
S908D	2001 Ford-15 Pass Van	SH Comm Team

The BSB fleet of vehicles consists of a single pick up/plow truck and two passenger vans utilized to transport inmate work crews from correctional institutions to the State House and McCormack Building to carry out maintenance of the exterior grounds, move jobs, and building upkeep tasks. The annual lease cost for these vehicles amounted to \$16,296.

### **Cost Share Information**

Through account 1102-3336, BSB collects funding from the Executive Office of Labor through the chargeback process for the operating costs associated with the Hurley State Office Building based on the percentage of DCS/DUA occupancy of the facility. In FY05 and FY06, DET occupied 83.66% of the Hurley Building.

The largest portion of the revenue and spending in this account relates to utility costs. As with account 1102-3302 weather variations and market instability increased costs beyond appropriated levels.

#### ***FY05***

Water & Sewer	\$48,030
Monitoring	\$98,212
Elevator	\$64,853
Mechanical	\$816,496
Gas (Keyspan)	\$66,409
Electric (NSTAR)	\$731,295
Pest Control	\$4,776
Gas (Select Energy)	\$309,344
Fire Systems Maintenance	\$16,333
Cleaning	\$394,344
Designer Services	\$12,300
Electricity (Select Energy)	\$199,124
Advertising (Legal Ad)	\$698

#### ***FY06***

Water & Sewer	\$73,553
Monitoring	\$101,173
Elevator	\$67,585
Mechanical	\$613,104
Gas	\$587,531
Electric (NSTAR)	\$399,722
Pest Control	\$6,743

Fire Systems Maintenance	\$21,121
Cleaning	\$372,768
Electricity (Select Energy)	\$790,329

### **Parking Valuation**

As requested by OSC, BSB completed a survey of parking rates in the Government Center area in order to determine the fair market value of parking in Bureau garages and lots for calendar year 2005. For parking access in the garages of the State House, McCormack, and the Hurley/Lindemann Buildings as well as reserved spaces under the State House arch, the 2005 fair market value was set at \$330 per month. For 2006 a nominal increase set the value at \$344.

The Merrimac Street parking is valued at \$165 or less for 2005 and improvements made to the lot and the completion of area construction set the value at \$210 or less for 2006.

These figures are the result of a comparison of seven local parking establishments. Four were used to develop the average, as they are most compatible with our facilities. This average plus a multiplier for inflation yielded a fair market value.

### **FY05 Appropriations**

Bureau of State Office Buildings	17,307,418
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No related outside sections

Budgetary Direct Appropriations	13,749,710
Direct Appropriations	

#### Bureau of State Office Buildings

1102-3301	For the operation of the Bureau Of State Office Buildings, and for the maintenance and operation of buildings under the jurisdiction of the state superintendent of buildings	6,432,413
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#### Utility Costs for State Managed Buildings

1102-3302	For the cost of utilities and associated contracts for the properties managed by the Bureau Of State Office Buildings	6,233,645
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#### State House Operations

1102-3306	For the maintenance and operation of the State House	500000
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Intragovernmental Service Spending	2,762,296.44
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#### Chargeback for State Buildings Operation and Maintenance

1102-3333	For the operation and maintenance of state buildings, including reimbursement for overtime, materials, and contract services used in performing renovations and related services for agencies occupying state buildings, and for services rendered to approved entities utilizing state facilities	165,000
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Intragovernmental Service Fund    100%

[Chargeback for Hurley State Office Building](#)

1102-3336	For the operation and maintenance of the space occupied by the division of employment and training in the Hurley State Office Building	2,762,296.44
	Intragovernmental Service Fund 100%	

Trust and Other Spending	73,965
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1102-3304	State House Special Events Fund	50,380.46
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**FY06 Appropriations**

Bureau of State Office Buildings	17,307,418
----------------------------------	------------

No related outside sections

Budgetary Direct Appropriations	13,749,710
Direct Appropriations	

[Bureau of State Office Buildings](#)

1102-3301	For the operation of the Bureau Of State Office Buildings, and for the maintenance and operation of buildings under the jurisdiction of the state superintendent of buildings	6549189
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[Utility Costs for State Managed Buildings](#)

1102-3302	For the cost of utilities and associated contracts for the properties managed by the Bureau Of State Office Buildings	5061342
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[State House Operations](#)

1102-3306	For the maintenance and operation of the State House	750,000
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Intragovernmental Service Spending	3,483,743
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[Chargeback for State Buildings Operation and Maintenance](#)

1102-3333	For the operation and maintenance of state buildings, including reimbursement for overtime, materials, and contract services used in performing renovations and related services for agencies occupying state buildings, and for services rendered to approved entities utilizing state facilities	165,000
	Intragovernmental Service Fund 100%	

[Chargeback for Hurley State Office Building](#)

1102-3336	For the operation and maintenance of the space occupied by the division of employment and training in the Hurley state office building	3,185,389
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Trust and Other Spending	73,965
1102-3304 State House Special Events Fund	152,361.23

#### **FY05 Revenue**

BSB received rent in six categories detailed below. As a central service agency, the majority of BSB revenue is intergovernmental fund transfer.

**Rents** - Generated from the rent paid by Berkshire Mental Health who is located in the building in Pittsfield. Also, Express Mail Companies pay to have a box in the State House and a media outlet provides rent for an office. This revenue is unrestricted and goes to the general fund. FY05 BSB received \$38,272.91 and in FY06 \$39,425.92

**Food Commissions** - Generated by a commission based on the percentage of sales from the Cafeteria in the McCormack and Hurley Buildings. This revenue is unrestricted and goes to the general fund. FY05 BSB received \$90,973.19 and in FY06 \$84,016.87

**Miscellaneous** - Generated mostly from ID badge replacements from employees. Employees who lose their ID badges have to pay to have it replaced. This revenue is unrestricted and goes to the general fund. FY05 BSB received \$4,540.32 and in FY06 \$9,118.07

**For Maintenance of State Buildings** - This is an intergovernmental service fund account. In FY05 \$44,342.95 in revenue was generated from state agencies requesting additional services from BSB. This revenue is restricted, available for BSB to spend on the projects requested by the agencies. This revenue is deposited in the 1102-3333 account. In FY06 BSB generated \$82,101.80 from this source.

**Badges** - Some agencies will pay for the replacement of ID badges on behalf of their employees. This revenue is restricted, (available for BSB to spend) and is deposited in the 1102-3333 account. In FY05 this revenue was \$0.00. In FY06, BSB generated \$984

**Operation and Maintenance**- \$2,762,296.44 in FY05 revenue was generated into account 1103-3336 directly from DCS/DUA. DCS/DUA occupies the majority of space in the Hurley Building. DET is federally funded and gets reimbursed for space rental. DCS/DUA in turn reimburses BSB for their portion of the utilities and maintenance costs. FY06 saw \$3,049,261.83 in pass through revenue from this source.

#### **Flags At Half Staff**

The Bureau of State Office Buildings manages the flag protocol related issues for the State House and other BSB facilities. BSB also maintains an e-mail notification list for other state entities. The following chart represents such notifications for the period of FY05 and FY06.

<b>2005</b>		
In Honor of Tsunami and Earthquake Victims	January 1, 2005	Until Midnight Friday, January 7, 2005
In Honor of Pope John Paul II	April 2, 2005	Until Sunset of Interment – April 8, 2005
In Honor of the passing of Senator Charles E. Shannon, Jr.	April 5, 2005	Until Sunset of Interment – April 9, 2005
In Honor of the passing of Representative Michael J. Coppola	August 26, 2005	Flag flown at half staff on August 31 <sup>st</sup> only until Sunset of Interment – <b>was not informed of Rep's passing</b>
Death of William H. Rehnquist	September 3, 2005	Until Sunset on Tuesday, September 13, 2005
Honoring the Memory of the Victims of Hurricane Katrina	September 6, 2005	Until Sunset on Tuesday, September 20, 2005
In honor of the passing of Rosa Parks	October 31, 2005	Lowered to half staff in error
In honor of the passing of Rosa Parks	November 2, 2005	Until Sunset
<b>2006</b>		
In honor of the passing Sgt Alberto Montrand, Jr.	February 22, 2006	Until Sunset State House Only
In honor of Peace Officers Memorial Day	May 15, 2006	Until Sunset State House Only
In honor of the passing Private First Class Brian Moquin	May 17, 2006	Until Sunset State House Only
In Honor of the Passing of Representative Edward Connolly	May 26, 2006	Until Sunset of Interment – May 31, 2006
In honor of the passing of Sergeant Benjamin Mejia killed in action	June 9, 2006	Until Sunset State House Only
In honor of the passing of State Trooper Paul Barry in the line of duty	June 15, 2006	Until sunset of Interment – June 20, 2006
In honor of the passing of former Representative J. Michael Ruane	June 29, 2006	Until Sunset State House Only

### **FY05 Art Commission report**

As curators of the State House Art Collection under General Laws, Chapter 6, sections 19 and 20, the Art Commission is responsible for the oversight, care, and preservation of all art and artifacts at the State House, and for the review and approval of new additions to the permanent collection. This collection, part of which was transferred from the Old State House in 1798, is one of the oldest in the country. Formed for historical and commemorative reasons, it includes works by leading artists of the late 19<sup>th</sup> and early 20<sup>th</sup> century. In recognition of its growth and increasing importance, in 1910 the Commonwealth created the Massachusetts Art Commission, a group of art professionals to be appointed by the governor. The collection is now over 200 years old, and has nearly doubled in size, extending the responsibilities of the board beyond its original mandate. Therefore, before reporting on the year's activities, we wish to call attention to the following concerns.

The Art Commission was omitted from the language of the 2004 – 2005 annual budget - the third consecutive year that we did not receive specific funding to care for the state's art collections. Fortunately, the Bureau of State Office Buildings once again underwrote the salary for an Art Collections Manager in order that oversight might continue, and some projects already underway could be completed. We take this opportunity to thank State Superintendent Neil Kilpeck and his staff for their support, without which the work of the Art Commission could not continue. In light of repeated omission from the annual budget, regularly scheduled programs crucial to both short- and long-term preservation of the collections, such as exterior sculpture maintenance, were not implemented. Other projects, long over due, such as the re-establishment of the flag storage systems and a catalogue of the collections, also lag due to lack of resources.

## **New Acquisitions**

94<sup>th</sup> Infantry Division Plaque. In November 2003, a mural illustrating General George Patton Awarding the Silver Star to Lt. Charles L. Smith in Tettingen, Germany, 1942, was dedicated by the 94<sup>th</sup> Infantry Division Association. In December 2004, the Art Commission approved the design and inscription for a bronze plaque to honor the history of the 94<sup>th</sup> and to describe the scene in the mural above. The five-foot plaque was installed in February, 2005 on the fourth floor.

Francis Slinger Plaque (2005.1). Authorized under Acts 2004, ch. 217, this memorial was funded by the legislature under Acts 2004, ch. 352, sec. 73. At the request of the Bureau of State Office Buildings, the Art Commission designed and commissioned the memorial to Slinger, of Roxbury, who was the first nurse killed in action after the D-Day landings. Ordered through Davis Monuments, Roslindale, and cast by Matthews Bronze, Pittsburgh, the plaque was delivered in June and will be installed in Nurses Hall during the summer of 2005.

The Commission is responsible for approving specifications for all memorials for the State House Art Collection, and continued to work with sponsors and artists throughout the design, development, and fabrication phases of these projects. Several new proposals have recently gained legislative approval, and we look forward to meeting with representatives of these memorials this year.

## **Collections Care**

The collections, both on display and in storage, are monitored continuously for condition and any need for care. Building maintenance, security and functions personnel are advised of any precautions necessary to prevent accidental damage to art work. On behalf of the Superintendent of State Office Buildings, the Art Commission also oversees the Commonwealth Battle Flag Collection in storage in the State House Vault, along with the Commission's archives. Testing of the fire-protection system in the vault is scheduled semi-annually, as is routine maintenance of the two air filtering units. Systems have been maintaining constant temperature and relative humidity with little fluctuation from pre-determined set-points. The flag collection has been in rolled storage in the vault for many years, and it is hoped that resources may be found for their re-installation in a flat storage system recommended for valuable textiles.

This year, the Art Collections Manager welcomed David Schutz, curator of the Vermont State House, and Frank Boessl, metals conservator and 19<sup>th</sup> century lighting specialist, back to the State House to complete work on the Cornelius and Baker gaselier in the Governor's office. At the request of the curator last year, several decorative elements were removed from the Massachusetts chandelier for reproduction for a similar fixture in the Vermont governor's office. Upon completion of the Vermont project, the Massachusetts chandelier was dismantled by professional art handlers, the decorative elements replaced, and the chandelier reinstalled in August 2004. The Art Commission is pleased to have been part of this collaborative effort, and hopes one day to follow-up on recommendations by the conservator for a complete treatment and necessary re-wiring of this important chandelier.

The Art Commission also was pleased to have raised funds to complete the long-awaited replacement of the flag display in Memorial Hall. Over the years, the enlarged transparencies of six flags had become brittle and were disintegrating inside their glass cases. Spearheaded by a generous gift from the Doric Dames, Inc. and supplemented by funds from both the National and a local Massachusetts Department of the Sons of Union Veterans, the State House Special Events Fund, and a donation by John Henning, six large films were printed by Spectrum Select Imaging, Boston, from the original 4" x 5" transparencies, backed by a protective UV film, and installed behind glass. New signage also was drafted and installed for each image.

## **Loan Program**

Upon request, the Art Collections Manager frequently arranges for and oversees the loan of art objects from other institutions to executive offices in the State House. This year the loan program has been particularly active, with one loan ending, the rotation of several existing loans, and many new art works coming into the building. The Commission wishes to thank the Museum of Fine Arts, Boston, the Massachusetts Historical Society, and the Bostonian Society for their continued generosity in the loan of paintings to the Commonwealth. In addition to the above, a new loan was arranged through the Copley Society of Boston for the recently renovated Governor's Press Room. We are grateful to artists William Maloney, Mikel Wintermantle, and Martha O'Brien for the year-long



loan of their paintings through the new program which has been so well received. We hope to continue this showcase of local talent.

The Art Commission either conducts or arranges for annual review of all loans for condition evaluation and reporting to owner institutions. As per agreement, loans may generally not be handled without prior notification and permission of the owner, thus the Art Collections Manager also will make proper arrangements for any necessary movement, storage, and/or re-installation of loan art.

The Art Commission authorized the loan of the bust of John Adams to the Secretary of State, Commonwealth Museum, in July as part of an exhibition on the President. Out-going loans are authorized far less frequently, as most objects in the collection are now on public view, and any loan will represent a significant gap in the display at the State House.

### **Public Assistance**

The Art Collections Manager continues to address research inquiries on all matters pertaining to the art, artifact, and flag collections, as well as conservation and collections care, public art, and the Grand Army of the Republic Memorial Room, in which our office is located. Requests for photographs of objects in the collections are issued for a wide variety of publications, including scholarly, genealogical, exhibition, and other research purposes.

### **Art Commission Board**

The Chair is pleased to announce the appointment by the Governor of two new members to the Art Commission: Mary Leen, Associate Director of the MIT Museum, and Cecily Morse, an independent paintings conservator; both of whom were sworn in during the fall of 2004, filling vacancies created upon the death of Arlene E. Friedberg in 2000 and the resignation of Lisa Jeanne Betty in 2001. The Art Commission also wishes to announce the retirement on December 31, 2004 of Peter L. Walsh, who was appointed to the board by Governor Michael S. Dukakis in 1987, and served as Chairman from 1996. Upon Walsh's retirement, Paula Morse was elected by the members as Chairman and Katherine Winter as Vice-Chairman. Susan Greendyke Lachevre continues to serve as Art Collections Manager, having completed her 21<sup>st</sup> annual contract.

### **FY06 Art Commission Report**

The members of the Massachusetts Art Commission respectfully submit the Annual Report for the year ending June 30, 2006. The Art Commission is an executive commission charged under GL 6, ch. 19 and 20 with the care and custody of the State House Art Collection. The Collection, held in trust since the creation of the Commonwealth, includes art objects that date back to the Old State House, and is added to annually. Over the last twenty-four years, the Commission has developed a program to care for the collection in accordance with the American Association for Museums' Codes of Ethics and Standards for Practice. These include cataloguing, evaluating, conserving, displaying and maintaining all paintings, sculptures, plaques, wall murals and historic artifacts in the State House.

Essential as the work of the Commission is to the preservation and presentation of the Collection, we have not received any direct appropriation for the last four years, and have needed to request all funds from the Superintendent of State Office Buildings, including the salary of our part-time Art Collections Manager. Once again, we express our appreciation to Superintendent Neil Kilpeck and his staff for their understanding and support of our work on behalf of the building and the collections.

Our mission may be likened to those of the State Library and State Archives, both of which care for historic, valuable collections of a specific nature, are budgeted, and are overseen by a professional Director. The Art Commission will continue to lobby for recognition of our need for designated funding and the creation of a position of State House Curator to insure that these programs may continue long into the future under permanent professional guidance. Moreover, we believe that the Art Commission's enabling legislation needs to be updated. The last revision was made in 1924. Since then, the State House art collection has doubled in size and greatly increased in value. Age and environmental factors (such as acid rain, salt air, the urban location, and increased building traffic) all have contributed to the collection's heightened need for care, far more than was envisaged when the collection was young and the primary focus was the review of incoming acquisitions.

## **Conservation And Collections Care**

The Commission's primary responsibility is the care and oversight of the collections in the building and on the grounds. All objects in public areas, private offices, and in storage are monitored and cared for as necessary, according to Codes of Ethics and Standards for Practice established by both the American Association of Museums (AAM) and the American Institute for the Conservation of Historic and Artistic Works (AIC).

### **Sculpture Maintenance**

We received funds through the Bureau of State Office Buildings for the care of the exterior bronze monuments and plaques, which had not received maintenance since the close of the building project in 2003 -- the longest since their original treatment. Maintenance of bronze monuments in an outdoor, urban environment is necessary on a frequent, regular basis to protect them from the combined effects of acid rain, pollution and salt air, all of which cause corrosion of the metal, deterioration and damage to the patina, and eventually irreversible damage to the original modeling. Due both to their prominence on the front grounds and their inherent vulnerability, the Art Commission has, since inception of the sculpture conservation project in 1986, made the care of the exterior sculptures a top priority. We are pleased to report that we have been able to award a long-term contract to Daedalus, Inc., sculpture conservators, Watertown, Mass., for annual maintenance, insuring that these monuments will be properly cared for several more years, and that costly in-depth conservation treatment can be avoided. We are also proud that we maintain the John F. Kennedy Memorial statue, dedicated in 1990, in nearly original condition. Total cost FY06 \$26,300.00

### **94<sup>th</sup> Infantry Division Mural**

The 94<sup>th</sup> Infantry Division Memorial mural, dedicated in **October 2004**, was varnished in August 2005 by James Wright, professional painting conservator, according to specifications provided by William Foley, Jr., artist. Total Cost FY06 \$650.00 After varnishing, a handsome frame was fabricated by BSB carpenter per specifications provided by the Art Commission. Cost for labor and materials borne by the Bureau of State Office Buildings.

### **House Chamber Murals**

Roof leaks over the southwest corner of the House of Representatives Chamber have taken their toll on the decorative fresco secco painting on the ceiling, and the mural entitled "John Winthrop At Salem Bringing the Charter of the Bay Colony to Massachusetts." Extensive damage to the plaster above and along side the mural in December 2005 warranted examination by a painting conservator to determine whether the mural had been affected. Although not yet apparent, the Art Commission was warned that, depending on how much water had, or would in the future, penetrate the wall, there was great potential for damage when the plaster became saturated enough to break down the lead-white adhesive. Heavy rains in May and June produced further damage to wall, resulting in dissolution of the adhesive -- the only barrier between the plaster and the canvas. As of late June 2006, the lower left corner has begun to delaminate, causing it to lift away from the wall. We join all concerned that a solution to these roof leaks *must* be found before further damage is suffered. The mural and surrounding decorative painting will be monitored closely over the next months in that they cannot be treated until roof conditions are rectified, wall structure evaluated, and the plaster reconsolidated and repaired.

### **Vault**

Heavy rains in May also caused flooding in the flag vault, damaging a dozen storage boxes but fortunately causing no harm to the flags. Humidity was brought down quickly by the new HVAC systems, but the incident underscored the need for proper storage for the flags. With the cooperation of the State Superintendent, the Art Commission will pursue funding opportunities to re-establish the flat shelving systems, hire conservators and textile technicians to unroll, re-evaluate, document, prepare, and reinstall each flag in these storage cases. Our goal is to provide archival grade systems for the long-term preservation of the flags, and to reinstate the visitation and viewing component previously in place for researchers and descendants.

## **New acquisitions**

### **Frances Y. Slanger Memorial**

The plaque acquired at the end of the last fiscal year, was installed and dedicated in Nurses Hall September 28, 2005. The plaque was commissioned by the Commonwealth under Acts 2004, ch.352, sec 73. 2005.1

### **Jane Swift Portrait**

The portrait of Acting Governor Jane M. Swift was unveiled in the Senate Chamber on October 24, 2005. The portrait was painted by Sarah Belchez-Swenson, of Williamsburg, Mass., and is the gift of Governor Swift. Following tradition, it was installed in the foyer of the Executive Suite beside that of her predecessor, Governor A. Paul Cellucci. 2005.2

### **Massachusetts Fallen Firefighter's Memorial**

The Art Commission continues to work with sponsors of new additions to the collection. The Massachusetts Fallen Firefighter's Memorial, in particular, is well underway, with significant progress on both the design and engineering phases of the memorial already completed. The Memorial, designed by Gale Associates and Robert Shure, will be installed on the southern lawn of Ashburton Park.

## **Loans**

The Art Collections Manager continues to oversee loans from local institutions. We acknowledge the continued cooperation and generosity of the Museum of Fine Arts, Boston and the Bostonian Society for the loan of works of art from their collections. Also, at the request of the Governor's office, a new short-term loan was arranged through the Copley Society of Boston, for the Governor's Press Room (157), in which we were able to showcase the talent of two artists for eighteen months. We are grateful to New York artist Mikel Wintermantel, and William Maloney, of Massachusetts, for their loan of five paintings which were on view from August 2004-May, 2006. As part of this project, Massachusetts artist Martha O'Brien also loaned three paintings that were placed on short-term display in Executive offices. We express our appreciation to the Copley Society for their assistance in arranging these loans, and hope to continue this very successful program next year.

## **Public Assistance**

The Art Commission continues to address all requests for information, research, and images from both the Art and Battle Flag Collections at the State House. Requests are received from building tenants, teachers, researchers, publishers, and descendants from all over the world on a wide variety of subjects relating to the history, background, display, conservation, and publication of the paintings, sculptures, murals, artifacts, and flags in the State House Collection, as well as State House history, local history, and other collections. Due to the important role the Commonwealth has played in our nation's history, we continue to receive a large number of requests for images, especially for school texts. Interest in Civil War history prompts numerous inquiries by veterans' descendants each year for information and historical data on the flags under which their ancestors fought nearly 150 years ago. And records on all women artists represented in the collection were also provided for a brochure developed by the Women's Legislative Caucus at the State House. The Art Commission office is within the Grand Army of the Republic Memorial Room (room 27), whose collections we monitor and make available for researchers and visitors. The Art Commission also provides tours of the collection, focusing on its history and artists.

## **Other activities**

### **Anne Hutchinson Statue Presentation**

September. Susan Greendyke Lachevre gave a talk at the Boston Founder's Week ceremony honoring Anne Hutchinson. The topic focused on the history of the statue, from the inception of the project in 1914 by private citizens in the hope of placing it at the Boston Public Library, until its final installation at the State House in 1922. This talk was repeated at Doric Dames Annual meeting.

American Association of Museums

Centennial meeting, Boston. April. Paula Morse and Susan Greendyke Lachevre attended the landmark meeting representing the Massachusetts Art Commission and the Commonwealth.

### **Board and Staff**

There were no changes to the board of members during FY06. Susan Greendyke Lachevre completed her 22<sup>nd</sup> annual contract as part-time Art Collections Manager.

### **Planning & Engineering, Operations, and the Trades Group**

#### **Planning and Engineering**

Planning and Engineering (P&E) worked on many different projects during FY05/06. Most projects involved capital expenditures to make improvements throughout the Government Center Complex. These projects are for both present and future improvements for all the buildings. The Engineering Department worked with the Deputy Superintendent for Administration to develop and bid various construction/service contracts for the maintenance of the Government Center Complex. Planning and Engineering responded to various air quality checks due to construction projects and water infiltration.

#### **Projects and Contracts**

- Requested and received funding from DCAM on various capital repairs projects.
- Assisted and completed the design/bid phases for a new fire alarm project with DCAM, for the McCormack Building. Project started in April 06.
- Completed the implementation for the automation and controls for the McCormack Building HVAC system. The Program was upgraded to latest version (minus the graphics). Connected the Hurley and Lindemann buildings to the Control Center via Fiber Optic signals so the monitoring can happen live. Versus The State House, which continues to have, the dial up system until the fiber and the new automation is installed. The new HVAC system installed in FY04 in both the McCormack and Lindemann Buildings are working smoothly and efficiently.
- Supervised and advised DET/DWD on Fire Alarm for the building and the suppression system for the Computer Room.
- Supervised and advised many agencies on renovations and office reconfigurations. Some of them were: Executive Office of Public Safety, Executive Office of Health and Human Services, Human Resources Division, The Office of the State Treasurer, Campaign and Political Finance, The Office of the Secretary of State, The Office of the State Auditor and the MA Office on Victims Assistance. Some of the renovations were handled directly by the agencies while others were done in conjunctions with BSB/DCAM.
- Supervised many capital projects funded and administered by DET/DWD and DMH. All capital improvement projects at the Hurley or Lindemann Buildings must be reviewed and approved by BSB Engineering.
- Responded to many water leaks in the State House do to mostly roof leaks from drain lines and/or the covering material. Other leaks were from the construction project to repair the Coal Pocket. Most of these leaks needed to be abated by drying and finding the source to make repairs. Other repairs at the State House were as follows: replace carpets, repair plaster walls or ceiling, paint surfaces, repair plumbing pipes, repair elevator and elevator pit.
- The Bureau conducted/completed a survey/study of all the flat roofs and skylights of the State House. This survey determined that all skylights would need to be repaired by replacing all the sealant materials around the glass in order to diminish the number of existing seemingly untraceable leaks near these locations. These materials have reached and surpassed their life cycle period and require replacement. The roof membrane for all flat roofs has also been determined to need replacement based on the age, wear and tear. The designer working for the Bureau completed a report.
- Assisted DCAM with a new study for the remainder of the State House Roof. This project will be going through FY06 and into FY07 for a study/repairs design and then full design.
- Another project was the study/design/construction for some areas in the Daycare Center located in the McCormack building. The study determined that more work than initially thought was discovered. The budget increased and before continuing more funds were requested. The design was completed early

summer and the construction project took place during the December/January vacation. All the children were temporarily moved to two other locations within the building during the construction.

- Worked with the Deputy of Administration to choose, purchase and install a new electronic Information Kiosk for the McCormack Building
- Worked with the Director of Security toward installing new security turnstiles and gate for the McCormack building.
- Completed construction contract to repair the McCormack Building front entrance plaza, stairs and rooms located below the Plaza (Mail room, print room and conference room).
- Initiated a study/design/bid for Bathroom renovations of the McCormack Lobby and the 13<sup>th</sup> floor. The intent was to have a complete design for the entire building but renovate these two locations first and then the rest of the building's bathrooms as funding becomes available. The renovations will upgrade the facility to fully comply with The CMR 521 Architectural Access Board, (ADA) and produce additional energy savings for electricity and water conservation. The building was constructed in 1974 and this is the first renovation to the bathrooms. The construction phase has begun and will end in the early portions of FY07.
- Completed the upgrade of the three conference rooms in the McCormack Building. The upgrade consisted of installing two new movable walls to separate the rooms. Three ceiling mounted digital projectors (one in each room), three screens, a new PA system to allow for wireless microphone and all the required controls to make the new equipment work. The new system was designed to allow hook up of computers for PowerPoint presentations, videos or web-based training. The system has the flexibility to be used in each single room or as one system to cover all three screens in case there is a very large conference.
- Completed a similar upgrade to Room 157 at the State House.

### **Energy Conservation**

In an effort to reduce utility costs and continue to be environmentally friendly, the Planning and Engineering Department continued to develop new energy conservation initiatives for Bureau buildings.

### **McCormack Building Floors And Lobby**

The BSB Engineering Department and NStar implemented energy conservation lighting upgrade/replacement and retrofit project on various floors, the lobby and exterior lighting for the McCormack building.

The lighting levels increased in the various floors, the lobby and the exterior perimeter.

The retrofits entailed total replacement of fixtures, bulb type and ballasts. A major benefit of replacing the original fixtures is the resulting need to also change the air distribution system since the old fixtures were a major component of it and did not allow any flexibility to move them around. As experienced in the past retrofits, BSB has already experienced reduced maintenance calls for lights to be replaced on the floors converted. These are also reduction in costs since fewer bulbs will need to be purchased for these floors. There are plans to continue this project in the McCormack Building as well as throughout the Government Center buildings to include individual office spaces. These conservation measures taken during the FY05 provided estimated reductions of 478,196 kWh, which corresponds to \$ 57,383.52 in annual cost savings.

Additional floors have gone through the retrofit conversion during FY06, which again provided additional saving. The only negative side to this effort is that since the fuel costs have gone so high the reduction in consumption did not result in a corresponding reduction in utility costs.

### **RETX**

The Bureau continued the partnership with NSTAR, Operational Services Division (OSD) and the Information Technology Division (ITD), created in past fiscal years for a better relationship between the state government and utility suppliers through the use of an Internet based hub for real-time energy transactions called the Independent System Operator (ISO) Load Response Programs. The Bureau partnered with ISO New England and signed on to the 30-minute response contract as a participant in the load reduction/shedding during peak load times where the ISO calls on participating members to reduce their loads within 30 minutes of the call to help with regional demand reduction and also receive energy rebates for the efforts and reductions. BSB has acted on various requests to shed load where the reduced consumption averaged 700 KW during the 6 hours event period per day for eight days during the summer program. This resulted in an average power savings of 32,000 kWh kilowatt - hours. BSB further instituted a lighting/load reduction program to allow the response to be quicker and more organized. All circuit

breakers that are used for load shedding were marked with yellow paint. All panel locations and breakers were marked on prints for future use. The same principal was applied for the mechanical equipment. A list of mechanical equipment that could be used as part of the load shed was assembled and will be used in the future whenever possible. Two (2) Automatic Transfer Switches in the McCormack and (1) in the State House were modified to be able to use them to transfer loads to further reduce energy by running the emergency generators. Phase one of the State House Lighting retrofit, was undertaken where 165-300 watt incandescent fixtures were replaced with 2-26 watt Compact Fluorescent energy efficient fixtures. This work was completed resulting in savings of 55,000 KWH.

## Other Projects

- BSB took the lead in undertaking the design for a project for a new boiler plant and replacement of one new chiller for the State House. The gas fired modular boilers type chosen for this project was similar to the ones used at the McCormack/Lindemann Buildings. This option will give the Bureau the flexibility to run partial load during the swing seasons and weekends. The existing boilers have reached their life cycle span. One of the boilers has not been certified and cannot be used any longer the other one is marginal. The non-certified existing boiler and one of the existing broken chiller were removed during the first part of FY06. That boiler was replaced with three modular gas fired boilers. This project was completed within one month. The new boilers served as the main heating units for the 05/06 winter without any problems. A Phase II Project is tentatively slated to begin during the summer 06 to complete the installation of two additional boilers to allow for redundancy, remove the other old boiler, replace the chiller removed during Phase I and fully automate the boiler room equipment (boilers, chillers, pumps and other ancillary equipment). The other scope within this project is to automate all the valves that control the flow of heating or cooling water for the building to finally afford the Bureau the chance to run only the amount of heating or cooling needed in certain areas of the building instead of heating or cooling the entire building. These controls will also be tied via the Internet to the Control Center in the McCormack Building for real time supervision. Currently this control is not available and makes it very difficult to manage since all changes are made manually.
- P&E completed a demolition project at the Hurley Building mechanical rooms to remove all the unused piping; valves and tanks left over from previous steam utility system and are now ready to be removed after the ACM removal project was completed during FY04.
- Completed a relocation/renovation of the Secretary of State's main computer room in the McCormack building. The Bureau's involvement was to direct the designer on the electrical, mechanical and architectural (for the location of the new room) portion. This was a very fast project since there was very little time for computer down time.
- Provided assistance to the Coal Pocket repair project managed by DCAM at the State House.
- Provided assistance for State House study project for the Renovation of the State Library's various areas. This Study involves the renovation for the entire Library. Attended meetings and gave input into Bureau needs for final product.
- Provided mechanical and electrical service to the State House for various functions and renovations.
- Provided assistance to DCAM and AGO toward the renovation construction phase of the AGO's office spaces in the McCormack Building. Attended meetings and gave input into Bureau needs for final product. The AGO is renovating the 14<sup>th</sup>, 18<sup>th</sup>, 19<sup>th</sup> and 20<sup>th</sup> floors in the McCormack Building.
- Provided assistance to DCAM and the Inspector General's Office assistance in the renovation of their space on the 13<sup>th</sup> and 14<sup>th</sup> floor. The Bureau was responsible for the installation of new light fixtures and the upgrade in the ventilation system.
- Assisted BSB Security with the review of plans and specifications for additional security upgrades through a DCAM managed project.
- Provided a covered Bus Stop kiosk in front/side of McCormack Building for people waiting for rides.
- Plumbing Project State House Phase - identify, isolate, sub-divide and re-valve plumbing system to prevent water leaks in case of a rupture. The irrigation Back Flow Preventor was relocated to a more accessible place. Non-working equipment was also removed in mechanical rooms.
- Lindemann Building Elevators - Hired designer to do study/design for renovation of all elevators in the building. Designer conducting survey of existing elevators. BSB, E&K, Elevator consultant meeting 10/13 to finalize Review Lerch Bates one lines 10/21. Final spec meeting 10/25. Full set of specs / cost estimate to BSB 02/16/06. BSB Reviewing specs/drawings. Will be ready for advertisement as first project for FY07.

- State House Coal Pocket Buss Duct Removal – Re-fed Coal Pocket Buss Duct with Copper Conductors and remove Buss Duct. 11/26/05 – Power shutdown to cut over power feed and clean switchgear completed by JF White.
- Plaster survey at State House - Hired plaster specialist to survey and record condition of plaster in various areas. The first area was the Senate Chamber for air vents. Specialist surveyed the Chamber, delivered report to BSB. Specialist recommend course of repairs/replacement to be at a later date.
- O&M Inspection for ACM in all buildings - Hired consultant to inspect all (6) BSB buildings for ACM and to write an O&M procedure to properly handle material in their locations while performing regular BSB tasks or renovation work for the buildings. Trained all BSB Staff on procedures.
- State House East Wing Ramps - This work completed the scope of work for the 1990's ADA project encompassing the entire State House. This project added ramps on 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> floors of the East Wing. This work went very well and fast, it was done in three months.
- Hurley Building “Trane” Replacement - The existing 3<sup>rd</sup> floor computer room unit is 13 years old, it runs 24/7 and it is beyond its useful life. Proposal is to install (2) units to allow for redundancy. Also Replace split unit for GIC Computer Room. Funds have been approved. Designer has completed its work and installation will be completed by the end of FY06.
- Exterior Lighting State House-Front and Back - The lighting needs were surveyed to determine the scope of work and cost. Power was restored to the park post lamps and the eagle. Fixtures are being selected for approval. Northeast Electrical has visited site and will submit proposal for new fixtures by the end of FY06.
- Coal Pocket Trench and Floor Project – Removed/repared and installed additional metal deck plates on the utilities open trenches in the subbasement area near the boiler room. Task was to, repair floor to accept additional plates, level floor where there were holes and include a ramp along the way, also dress up brick openings in old wall section.
- Hurley / Lindemann Garage and Plaza lighting – Re-wire feed to garage column fixtures from the courthouse to Lindemann electrical panel. Re-lamp (9) pole fixtures on plaza. There were approximately 28 burnt out ballast that needed to be changed when re-feed was completed. Garage lighting is now controlled from Lindemann power panel. All post lamps on plaza have been re-lamped. Handicapped ramp lighting at the Hurley has been 50% re-lamped. Working to complete when short circuit is cleared.
- Interim Elevator Proposal McCormack Building - Work with elevator company to formulate a plan to keep elevators down time to a minimal while study/design is taking place. Current elevator company has been charged to have their engineer survey equipment and give BSB a proposal. All work will be done on weekends. By the end of FY06, All adjustments will be done.
- Make up Air For Hurley Print Room - Work with state air quality survey and Hurley Facilities Staff to resolve issue in renovated Print Room. Johnson controls investigated humidifiers and make up air situation. Humidity units checked and operating fine. Make air needs to be upgraded to cover new areas in the renovated space.
- State House Master Space Plan – DCAM in conjunction with the Bureau has began a new study project for a State House Master Plan. This study is to set a future course for the State House interior renovations of the building. It will set space and systems standard to be used as the building is modernized. The State House interior space was last renovated in the middle eighties before the computer (PC) age and the use of permanent staff in the legislative offices. There are many cramped spaces and the heating/cooling units in the spaces are in need of upgrade to meet the new challenge. The task is to survey space at State House and develop a Master Plan.
- Lindemann Plaza Renovation - 3 Phase DCAM Project that involves demo existing deck and abatement of waterproofing and replace with liquid boot waterproofing and concrete topping slab. Replace existing drains. Phase I Demolition complete of Mezzanine area. Phase II demo completed. Prepared to apply liquid boot. Staking of site grades to commence. Week of 5/15/2006. Begin patching all areas where concrete is failing. Ready to begin applying liquid Boot. Project was completed in the middle of summer 06.
- Pittsfield ADA Work - Developed a list of deficiencies with the aid of MA Office of Disability (MOD) that addressed; signage, elevators, restrooms, door hardware, exterior ramps and walkways, parking. Have completed preliminary quotes for door hardware and restrooms. Have devised a change to the HP parking areas and are scheduled to receive quotes for that work in July 06.
- Springfield ADA Work - Developed a list of deficiencies with the aid of MOD that addressed: signage, elevators, restrooms, and door hardware.
- State House ADA Work - Developed a list of deficiencies with the aid of MOD that addressed: Signage, Elevators, Hearing room thresholds, Hearing room door operators', Great Hall door operators, Gardner Auditorium door clearances and Bartlett Hall handrails. Signage issues will be handled with the

Wayfinding Project. Hearing room thresholds have been corrected, Hearing room operators have been installed, Great Hall door operator has been installed, Gardner Auditorium doors were trimmed to clear the floor mats and Bartlett Hall handrails have been installed.

## **McCormack Building Operations**

### **Personnel**

During FY05, Operations went through a slightly better time but still experienced some difficulties with the cut in personnel from the previous year and transition time for one of staff leaving and the hiring of a replacement. This reduced the work force for Operations for about three months and many tasks were not complied with because of the lack of personnel. The impact was experienced in the McCormack Building. Only one person is currently stationed in the Lindemann Building and is covering operations both at the Hurley and Lindemann Buildings. The Bureau provides additional personnel when needed. The Bureau had a negative time in May 05 when one of the employees became a victim of an industrial accident, which will put him on the disabled list for an unspecified amount of time. This loss of personnel will again impact Operations. However, there were some positive events for the McCormack Building, it now has a BMS II again. This position was produced through an internal promotion. The other good news was the upgrades to the conference rooms of both technical and furnishings.

### **CAMIS- Software Implementation**

The Bureau began transitioning to this system from Maximo in the middle of FY05. BSB/DCAM met at least once a month to evaluate the two databases and see whether a data transfer was possible. It was found that they were not compatible and that the existing CAMIS data needed to be totally reworked to correct many errors in the description of the equipment information. The Bureau rebuilt the database for all the locations in the Government Center Complex. Beginning with the building/location for every single usable space in each building. After this initial input the program was put into operation in the middle FY06 to do work orders for general services and maintenance but no Preventive Maintenance (PM) work. The equipment data was then evaluated and certified for correct identity and location. Once this was done the equipment database was populated for all the buildings. The next step was to establish the frequency of PM for each piece of equipment and convert the generic PM tasks provided by CAMIS and customize them for the equipment in the database and tie frequency and tasks to equipment and building. This work was accomplished during the second half of FY06, with PM implementation starting at the same time.

Although CAMIS has only been used since October 05, the Bureau recorded the work order completed by both BSB staff (Trades: electricians, carpenters, mason, painters and maintenance workers ) and various vendors that provide services for the Bureau (mechanical, cleaning and elevator maintenance) using another system for FY05. The total numbers of Work Orders completed by the various BSB staff (Trades and non trades) in FY05 is 1,324. The total number of Work Orders completed by the Trades for FY06 is 1,713.

The total number of work orders for the Mechanical Maintenance vendors for FY05 is 3,853, while the number for FY06 is 1290, this data comes from the CAMIS database, the other data could not be recovered from the old program used by the Bureau.

A vendor is monitoring and maintaining elevator work orders and provides the Bureau with monthly reports. Besides doing regular maintenance, the elevator vendor responds to an average of 40 calls per month to service individual cars that are either slow to respond or are stopped on a floor and not moving.

### **Services for McCormack Building Agencies & Tenants**

- The Operations Office received and logged over 7100-phone calls, web request for service and information in FY05 and 7300 for FY06. Upon receipt of request, Operations directs communications to Bureau staff or contracted companies to address them via work orders.
- Operations received about 60 percent of requests via the web in FY05 that increased to 90 percent in FY06.
- Operations assisted DCAM during major renovations of other agencies throughout the Building. Provided support for moves, cleaning and electrical/mechanical issues.
- Coordinated dock space, contractor registrations, additional cleaning services, HVAC and lighting after hours.



- Assisted agencies with removal and disposal of unserviceable furniture and electronic hardware. Operations coordinated the delivery of dumpsters and/or vendors to remove these items.
- Continued to assist tenant liaisons in using the Bureau's web-based forms for all requests.
- Monitored and maintained Mothers Room usage.
- Coordinated yearly cleaning of carpets for the buildings.
- Scheduled Department of Correction crews for work maintaining Government Center Grounds, flowerbeds, snow removal, assisting with agency moves, office reconfigurations and other facility maintenance type work.

## **Contractors**

Registered and tracked outside contractors doing work in the building. All contractors have to produce a photo ID to leave at the front desk where a contractor's badge is issued. The contractor has to provide agency, location and contact information, which are kept in a log. The above procedure also applies whenever new security keys are required to access secure areas. There were total of 917 logs for FY05 and 853 in FY06 for these functions. Registered and tracked requests for Loading Dock use for deliveries to agencies located in the building. Agencies make all their requests via the web form at least 24 hours in advance. The request is then added to the log dated for the next day and sent to the Security Department and the loading dock security guard. Deliveries are checked and drivers are given a security pass to enter the building. There are also approximately 28 standard daily routine deliveries for building based agencies and or vendors. This category has a total of 1162 deliveries that are permanently logged with the loading dock office. There were over 3024 web/faxed requested dock reservations in FY05 and 2080 in FY06. The actual number of deliveries is higher since there are many emergency deliveries for the same day that do not show in the Operations list but is recorded by the security contractor located at the loading dock. The variance occurs when an agency fails to formally notify BSB of deliveries and Operations grants permission via phone between the security personnel and the requesting agency. Issued and processed 26 Contractor Work Permits in FY05 and 28 in FY06. Continued monitoring of contractor work to ensure the quality of work and prevent abuse of building systems.

## **Function Space**

Operations scheduled and set up 303 conferences in FY05 and 278 in FY06 in the McCormack Building conference rooms for many state agencies. This number of conferences represents a slight decrease from the previous fiscal year. This was mainly due to the renovation, new furnishings and the lack of personnel to do this task. This decreased the set up time for Bureau personnel and allowed more events. The overall booking process continues to improve towards the use of the online forms. Conferences booking in FY05 done via web form were again 95%. There were a total of 457 requests for conference rooms in FY06 but could only accommodate the 278 reported. Also, accepted and accommodated agencies and non-profit group requests for use of the McCormack Lobby and Plaza space for various events. Events included the COMECC, Child Care Center bake sales, and other agencies that sponsored events such as Toys for Tots, Retirement and various vendor displays.

## **Roof Top Antennae**

The Bureau worked with various communications vendors to have new equipment installed on the rooftop of the McCormack Building.

## **Courtesy Parking**

Continued to assist BSB Security with validating tickets for people using the courtesy parking program at the Saltonstall Building. There were approximately 1,696 parking coupons issued for FY06.

## **In-House Activities**

Continued to work with IT to maintain the new web-based forms. Supplied IT with McCormack Weekly Conference Room Schedule for posting on Bureau's website.

## **McCormack Operations Annual Survey Results for FY06**

The McCormack Building performed well in the annual survey results considering the service and staffing reductions made necessary by the budget reductions over the past several years. The survey is scored on a 100-point system with the rating of “strongly agree” equating to a 100 point score and “No Opinion” with no value. Review of the comments and ratings suggest that the consensus of customers is overall satisfaction with the services provided in the McCormack Building. Each category has a specific issue within that could be improved to raise the overall score. The highlights of the McCormack Building portion of the survey are as follows:

### **McCormack Maintenance Average Score 3.14**

In the maintenance category the issues in need of the most attention are temperature control and elevators. The temperature control issue is the biggest area of concern for our customers as it directly relates to overall comfort. The Bureau has been working with DCAM over the past years to incorporate digital controls into new agency renovation projects and has completed projects to upgrade the boilers and chillers. The ultimate solution is to upgrade all controls from the pneumatic system to digital controls. The study was planned for 2007, however the legislature did not pass a capital bond bill prior to recessing which may set this back to FY08. The elevator renovation project is on the horizon with the study to begin in FY07. The use of online service requests and the response to those forms have received favorable reviews. Further integration of the web-forms into the CAMIS system is planned for FY07.

### **McCormack Security Average Score 3.45**

The security category continues to rate highly with the tenants of the McCormack Building. The high overall security scores is a direct reflection of the many upgrades to equipment and personnel. The Security Department continues to be highly competent and responsive to customer needs and remains flexible to shift resources to respond to new and changing threats. Once again the area of highest concern for the Security Department is focused in the fire evacuation team area. Many respondents suggested a lack of identifiable evacuation team leaders and were unsure of the effectiveness of drills. The annual full building evacuation drills have set new levels of effectiveness each year and remain well ahead NFPA guidelines for high-rise evacuations. The department will work to provide evacuation team leaders with more tools in the coming year in an effort to move the perception to a level in line with the results. The new web-forms for scheduling the loading dock, ID pictures and parking has received favorable reviews.

### **McCormack Functions Average Score 3.5**

Those using function space within the McCormack Building were generally satisfied with the experience from reservation to execution. The Bureau has worked hard in this area of the past two years to bring state of the art conferencing equipment and conference room upgrades. A project was completed to renovate these spaces in FY05 and FY06. Those reserving the space have lauded the results of these renovations. An area that can and will be improved is the availability and posting of schedules that is user friendly for the agencies. The new web-forms used for booking the function spaces have received favorable reviews.

### **McCormack Telecommunications Average Score 3.53**

Continuous improvement to the Bureau’s website and other forms of communication have been rewarded with high ratings from the customers. To reduce administrative costs the Bureau has moved to a customer service system that is highly automated. The system includes an auto telephone attendant to more easily direct customers to the individual they need and a system of interactive web-forms for service requests. The system has been highly successful in reducing repeat requests and as the Bureau further incorporates the CAMIS system with the forms the efficiency will improve to an even higher level.

### **McCormack Food Service Average Score 3.45**

Respondents remain very satisfied with the cafeteria services in the McCormack Building. All general areas of questioning received consistently high marks. The cafeteria contractor has done well to diversify the menu and add a number of healthy choices to the satisfaction of the customers. The only area that shows some level of dissatisfaction is the atmosphere although it received an overall mark of 3.30. BSB will work with the contractor to see if improvements are viable for FY07.

**McCormack Overall Average Score****3.49**

The overall satisfaction level of tenants completing the survey in the McCormack Building is a 3.49/4.0, which shows a high level of customer satisfaction. All individual issues receiving lower ratings will be addressed in hopes of continually improving operations for all customers. The major issues of dissatisfaction among customers are the elevators and HVAC system controls. At minimum the elevators will be in route to renovation by the end of FY07 and the HVAC controls will be improved through the existing mechanical maintenance contract.

**Hurley Building Operations****Cleaning**

Coordinated snow removal with DET Crew to clear garage and plaza areas.

Coordinated annual garage cleaning with Unicco

**Communication with other state agencies**

Hurley Operations facilitated the Massachusetts Commission for the Blind (MCB) Vending Facilities Program in opening a new shop in the Hurley Building. Assisted in transferring a portion of the snow removal to DET. Worked with State Police regarding grounds patrols. Identified moat air intakes for DCAM and State Police. Facilitated reopening of the Café and coordinated contractor visits.

**Contract Work**

- Worked through BSB Pigeon Control contract to resolve bird problems over various areas at the Hurley Building.
- Assisted in standardizing Bureau monitoring of contracts such as our contract with Simplex
- Installed a new fence on the Cambridge Street stairs to the building areaway.
- Responded to freeze induced leak in basement of building.

**Electric**

All exterior lights were functional at the end of the calendar year

There were 320 bulbs replaced throughout the building

BSB Electrical Shop provided wiring for the new air compressor supplied by the mechanical contractor. The compressor supplies air for the pneumatic control for building HVAC system.

**Maintenance**

- Maintained watering system functions/controls
- Provided Community Crew assistance during snow removal for the sidewalks and plaza.
- Facilitated courthouse maintenance of adjacent plaza, planters, steps etc.
- Facilitated DET renovation of various floor areas.
- Worked using Community Crew to provide cleaning of storage rooms and old mechanical equipment.

**Lindemann Building Operations****Communication with DMH**

With the retirement of both BSB employees working in the Lindemann Building before the end of FY04, Robert Page was promoted from carpenter II to Institutional Forman to take on the onsite operations supervisory responsibilities at the facility.

Lindemann Operations assisted DMH by performing numerous tasks in preparation for the Joint Commission on Accreditation of Healthcare Organizations (JCAHCO) inspection. Hung countless pictures, plaques, bulletin boards etc. on the 4<sup>th</sup> floor. Installed a night-light and repaired vertical blinds on the 3<sup>rd</sup> floor shelter and other areas. Painted ceilings and installed floor tiles. Installed locks on all lockers.

**Contractors**

Lindemann Operations oversaw and assisted multiple contractors working in the building: e.g. renovations of various bathrooms, mechanical upgrades, central office renovations, carpeting and painting. Oversight included

ensuring that BSB requirements and policies were adhered to. Assistance included arranging deliveries, storage, coordinating with DMH on any interruptions of utility services.

### **Lindemann Parking Lot and Plaza THE MOVIE**

The lot was striped so that it has definite parking spaces and is easier to monitor. The Lot was also used as a stage and backdrop for a new movie depicting 1960's police and hood looms in Boston. The lot and the Lindemann Building Plaza were used by the Warner Brothers Picture Inc. to film a new movie called "The Departed" with many famous stars and director (Jack Nichols, Matt Damon and Leonardo DiCaprio with director Martin Scorzese). This took time and coordination to make sure that all people in the lot had a place to park during shooting and that the normal operation of the Building was not upset.

### **Doors**

Replaced and repaired many door closures, hinges, locks, door handles, etc., with salvaged door hardware. Many of these repairs were due to client damage in this building.

Maintained hardware on all fire exit doors.

### **Floors**

Repaired floor in kitchen damaged by water.

### **Lighting**

Changed bulbs as needed both inside and outside of the building, parking lot and outside stairway

### **Patient Safety**

Continued to replace regular screws on all fan coil units with "tamper proof" screws in all patient areas

Replaced regular screws on all electrical outlets, blanking plates with "tamper proof" screws in all patient areas

Installed protective cages over fire alarm strobe lights in all patient areas and the gym

### **Rooms In Specific Areas**

Ceiling Storeroom: Covered all exposed steam pipes, repaired shelving, and overhauled locks

Gym Equipment Room: Installed a Dutch door, repaired and overhauled locks

Restrooms: Installed new multiple roll dispensers for toilet paper, tissue, hand towels, and soap

### **Windows**

Repaired and replaced many windows glass and/or doors broken by tenants.

## **Trades Work for FY05 / 06**

Trades work incurred numerous charge-backs from GOV, OSD, ITD, EOHHS, AG, SEC RET, CSC, DCAM, IGO, CAD, ED, TRE, DPH, DOS, HE, EOPS, VWAB, DAV and Suffolk Probation. McCormack Operations assisted with the scheduling of charge back estimate appointments.

Trades staff removed old security equipment and installed new turn-styles in McCormack Lobby.

The Community Crew was assisted in various duties by the Mason and Carpenter through out the year. These tasks included such things as landscaping and planting, construction debris removal, painting (offices, hallways and garage space) and snow and ice removal.

Completed cost savings to many agencies through the use of charge back work that would otherwise been done by outside vendors. These agencies include CSC, DCAM, DOS, EED, ELD, GOV, IGO, ITD, MCAD, OSC, RET, SEC and VWAB.

For each trade, examples of work done during this reporting time are included.

### **Carpenters**

Carpenters completed more than 80 in FY05 and 124 in FY06 various service calls/work orders.

Completed charge-backs for the various DCAM projects. (IGO, SEA, AG)

Repaired State House signs

Repaired vandalized in State House restrooms

Repaired McCormack restrooms  
Altered doors in the Lindemann Building  
Installed new BSB office/shop at the Lindemann Building  
Installed a new administrative office within Room 107, McCormack Building  
Replaced various fire extinguishers  
Repaired Child Care Center ceilings  
Rework equipment cabinets on the 21st floor conference rooms  
Modify IG's conference table  
Modify 6<sup>th</sup> floor ladies room for special ADA needs.  
Repaired furniture and doors for the Governor's Office  
Provided ceiling access for A/C contractors in various McCormack corridors  
Provided repairs for vandalized walls and electrical receptacles in the Lindemann Building

### **Electricians**

Electricians answered numerous breaker calls and ballast calls in the Government Center Complex along with completing 521 work orders in FY05 and 583 in FY06.

Installed event circuits at the State House Grand Staircase  
Installed and removed Christmas lighting  
Provided electrical upgrades and improvements for the McCormack mechanical room lights  
Removed prior contractors security components  
Replaced and/or added PA speakers in several agencies. (IGO, SEA, OSC, AG, SEC)

### **Mason**

The mason completed 125 in FY05 and 107 work orders in FY06 some of them were:  
Installed plaques for the Art Commission within the State House.  
Installed dam in the McCormack Somerset Plaza to control water at the revolving doors  
Repaired carpet tile and cove base in various agencies  
Reworked the McCormack Lobby storage room  
Repaired plaster damage in several State House offices  
Installed leak diversion in McCormack and Hurley garages.  
Repaired areas of the Lindemann kitchen floor

### **Painter**

The Bureau no longer has a painter and those jobs have been primarily overseen by the mason and usually assisted by the Community Crews  
Charge backs for many Lindemann and McCormack agencies  
Painted offices spaces for DCAM, DOS, SEC, MCAD, CSC

### **Maintenance Group**

This group was not accounted for in FY 05 but was in FY06. This group completed 713 work order requests. Some of the work includes:  
Installation of white boards  
Moving furniture for agencies  
Setting up conference rooms  
Setting up furniture for agencies  
General maintenance of the grounds around the building (not cleaning)  
Replacing ceiling tiles  
Pest maintenance between schedule visit by vendor

A summary of the Building managers reports for the 2 western sites the Bureau manages follows. A Bureau employee manages the Pittsfield Building at 333 East Street. The Springfield Building at 165 Liberty Street. is managed through Samuel Plotkin and Associates.

### **Pittsfield Building**

Work and assistance provided beyond the normal maintenance and repair items for FY 05/06 include:

Assisted with the film making industry by providing access to the Allen House to those involved including the Pittsfield Mayors Office, Switchback Films and the Pittsfield Fire Department.

Building sign was adjusted and now is more visible.

The parking lot fence was reworked so that all the poles and any breach is no longer there

There were several plumbing work that included installed new sinks, drains, cabinets, faucets, heating coil repairs and new pressure relief valve for the domestic water system.

A new A/C unit was added to take care of the computer server in Room 123.

The Bureau also worked with the Office of Disabilities to obtain an audit report of the facility needs to comply with the Architectural Access Board rules and regulations. The Bureau began the process to plan for those upgrades by requesting funds to make repairs to the items in most need (ramps, walkway signage). This work will take place during FY 07

Department of Revenue completed some renovations to rooms 106 and 113.

DMH and DMAR also made some renovations in their spaces and upgraded their computer service.

In November of 2004 the Bureau noticed excessive smoke from the boiler chimney and called in a mechanical service company to adjust the No.2 burner for CO2 correction

There were also the customary elevator and fire alarm testing maintenance and repair work. Some areas required additional strobes that were installed for new configured spaces.

There was a good renovation/upgrade for the area used by Berkshire Mental Health (BMH). The main door used by the clients was replaced with a new one. The sculpture nearby the door was repainted by the original artist. This renovation was brought about by the fact that BMH expanded their services by bringing in another outpatient clinical service to the building. The renovation consisted of painting various areas occupied by BMH, upgrades to flooring by adding carpet in some places and landscaping by the BMH door where a Handi Hut bus stop/smoking/weather shelter was added as well as accessible picnic tables. This work was funded through a grant obtained by BMH.

The Bureau also provided for regular preventive maintenance to the two boilers and water heaters.

### **Springfield**

#### **Springfield work completed in FY05/06 include**

Carrier Commercial Service replaced one faulty A/C compressor along with 2 faulty flow valves.

Replaced a pressure-reducing valve that had lost the full range of use. System was found to be off and on high water pressure.

An electrical contractor replaced 3 broken thermostats.

A mechanical contractor replaced a hot water tank under warranty and less than 1 month old.

AG Office moved to another location. The Bureau brought in two new tenants in the building DPH and State Police, as well as be able to allow an existing tenant move in a larger area within the building. DPH renovated the area with new paint, some electrical work, light lens replacement and new carpeting.

Repaired various roof leaks.

Installed new door thresholds on East and West entrances.

Replaced front door glass that customer kicked out. Arrest was made.

Repaired landscaping around the property by replacing eroding moat grasses and topsoil.

Snow removal for both Pittsfield and Springfield were not as high in FY06 as it was in FY05 when it was extremely high for the entire season.

#### **Mechanical Maintenance Contractor**

The entire Government Center Complex is currently covered by two mechanical maintenance contracts. The one for the State House and McCormack Building was procured during FY04. These contracts make sure that all the mechanical equipment in the complex is maintained and running as required for the comfort of the tenants using the facilities. The Engineering Department and the Deputy Superintendent of Administration and Finance developed a new Mechanical Contract to include all four buildings. This was bid and awarded in later part of FY06 to begin the first day of FY07. Many of the main equipment (chillers, boilers etc.) in all the buildings are of a newer era except for the equipment in the State House. The State House's chillers and boilers have reached their completion of usable life. The boilers will need to be replaced sooner than the chillers. The boilers are old and oversized for the building. The Bureau has been looking to procure similar type of modular boilers used in the McCormack and Lindemann Buildings. This will give better energy use and flexibility during the swing season and weekends requiring small loads. The other portion of upgrades to the State House will be automation of the new equipment and of all the zoning valves for the various areas. Please see comments under projects for State House project work.

### **Elevator Maintenance Contract**

The Elevator Maintenance Contract was also procured during fiscal year 05. This contract was awarded to Delta Beckwith Elevator Company for a 36-month term. The work of the contract covers the maintenance of elevators, chair lifts, and escalators in the State House, John W. McCormack, Charles F. Hurley, and Erich V. Lindemann Buildings in accordance with the Contract. The Bureau will be bidding a renovation project for the Lindemann elevators in FY07.

### **Monitoring Contract**

The Building Systems Monitoring Contract was procured during FY04. This contract was awarded to BTE Company for a 28-month term. The monitors manage building temperature/comfort levels and lighting controls. Additionally, the monitors tour the mechanical rooms and inspect the systems, respond to building emergencies, receive, route, and handle all off-hour requests for building services recorded on the 617-727-1000 emergency lines. This function is now part of the new Mechanical Maintenance Contract.

### **Pest Control Contractor**

This contract also covers the entire Government Center Complex. This contract was re bid at end of FY05 to begin in FY06. This task was made part of the general cleaning contract so a new vendor will be servicing the Complex starting FY06. Generally the vendor makes three visits each week to inspect and monitor specific spaces in the buildings and to respond to requests for inspection of areas where Operations receives specific request to do additional inspections within the buildings. The Integrated Pest Management (IPM) program used in the Government Center Complex has received positive results whenever the tenants have responded to the recommendations made by the inspectors and have curtailed the use of open versus tamper proof containers for food and garbage. Overall, this is the service that produces the majority of negative results in the annual survey. It is also the one service that requires positive tenant participation to produce effective results.

### **Fire Alarm Maintenance Service Contract**

This contract was up for re-bidding in FY06. The Planning and Engineering Department revised the existing specifications and re-bid the contract. The service provided through this contract must comply with the requirements set forth by state regulations that all fire protection system must be tested on a regular frequency and therefore maintained according to their designed intend to protect all the tenants in the Bureau's buildings.

## **State House Operations and Maintenance**

The main objective of the State House Operations Office is to continue to provide a high level of service to its customers and visitors through exceptional management of efficient day- to- day operations.

The State House Operations staff is responsible for all State House daily event setups and breakdowns (both day and evening). They work with UNICCO to ensure that each event location is clean prior to and after each SH event. The Director of State House Operations (DSHO) and her staff worked with the Executive Office, the Legislature, Veterans' organizations and a number of press outlets, etc. coordinating the setup of the House Chamber, Memorial

Hall and all other event areas throughout the State House for various public events. The DSHO worked with the Ancient and Honorable Artillery Company of MA to ensure a successful event celebrating its **368<sup>th</sup> June Day Anniversary on June 5, 2006**. With assistance from the Governor's Advance staff, the State House Operations staff regularly sets up and breaks down the Governor's Council Chamber and Press Room 157 for Executive Office meetings and press conferences. The DSHO was responsible for locating the official State House Christmas Tree that was prominently displayed on the front lawn. She worked with the Massachusetts Highway Department to ensure a successful cutting, transporting and installation of the tree from Chelmsford, MA to the State House. The Operations Department played an important role during the Basketball Hall of Fame Induction Event held in April. The DSHO and her staff were responsible for being onsite both during normal business hours and after-hours to address any building or grounds related issue during this event and many others. The Operations staff worked with Clear Channel installing the oversized banner that was hung in honor of "Doug Flutie Day".

The Operations staff is responsible for changing all light bulbs throughout the building, including the interior lights of all elevators, daily manning the loading dock office / freight elevator operation, hanging of pictures, basic carpentry projects, weekly testing of the handicap lifts and elevators throughout the building, checking all heat / A/C / plumbing service requests prior to calling in the HVAC / plumbing contractor, cleaning of the Coal Pocket area, monthly escorting of a number of outside vendors through secure areas (telephone company, NSTAR, Boston Sewer and Water, Boston Edison etc.), snow removal, lawn maintenance and assisting the Bureau's mason on a number of State House projects.

The Director of State House Operations coordinated multiple office moves throughout the year, collectively for the Executive Office, Constitutional Offices and the Legislature.

A number of training courses were attended by the DSHO and her staff – including but not limited to Asbestos Awareness Training, Sexual Harassment Training and a number of OSD procurement training courses.

The DSHO worked with the MA Office on Disability and the Disability Policy Consortium throughout the year related to disability issues in the State House. The Operations Staff assisted the Disability Policy Consortium throughout their filming project inside the State House. She worked with Northern Contracting Corporation throughout the East Wing handicap ramp installation project BSB0611 to ensure that the project was on schedule and that tenant concerns were addressed.

The Director of State House Operations continues being responsible for the flying of flags and issuing of flag certificates (signed by both the Governor and the Bureau of State Buildings Superintendent) for all Legislative and Constitutional offices.

Due to budget cuts, the State House Operations staff was responsible for the office trash removal and various cleaning duties during the scheduled cleaning holidays throughout the year. The DSHO met weekly with a representative from both UNICCO and JRCS to discuss upcoming cleaning issues, cleaning supply options (the use of environmentally friendly products), project schedules, etc.

The DSHO met bi-weekly with the Bureau's Security Department, DCR Park Rangers and MA State Police regarding any security related issues involving the State House and its grounds. She has also been involved in bi-weekly meetings throughout the year related to DCAM's Building Security Project DCPO0219 HC2. She coordinated the schedule of carpentry contractor installing the blast resistant windows in Gardner Auditorium.

The DSHO met weekly with various state officials from DCAM and construction vendor regarding the Coal Pocket Project, the newly constructed guard buildings and exterior marble erected this past winter in Ashburton Park. She also meets regularly with BSB's mechanical maintenance contractor to discuss and schedule various projects scheduled throughout the year. These projects range from complete weekend long building water shutdowns to coordinating filter changes in administrative / legislative / press offices etc.

The DSHO worked regularly with the Bureau's Trades staff, BSB Electricians and BSB Engineering Department in coordinating and scheduling numerous jobs throughout the State House. She met regularly with Arrow Energy who was contracted by BSB Engineers to install energy efficient lighting throughout the main corridors of the building, Northern Contracting Corp, the contractor hired to install the handicap ramps on the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> floors of the East Wing of the State House along with E&M Design (an outside painting contractor hired by the Senate) and the Senate



Business Manager in coordinating the painting and construction work on the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5th floor Senate Wings.

The DSHO worked with the Massachusetts Arts Commission on numerous projects both inside and outside of the State House – including but not limited to the re-arranging of a number of Governor’s portraits throughout the hallways and reception area of the Governor’s Office itself and she worked with Daedalus, the conservators providing the annual maintenance of the Horace Mann, Daniel Webster, General Hooker and Mary Dyer monuments.

The Operations staff met regularly and toured various offices with cleaning contractor and, the pest control contractor along with educating its customers regarding pest related issues. The Bureau posted pest control literature throughout the State House on bulletin boards and in the Weekly BSB Bulletin.

The DSHO worked continuously with the head of the Boston Transportation Department and the Boston Parks and Recreation Department regarding city permitted events / rallies scheduled in the “well” area on Beacon Street and the Boston Common. This communication proved to be vital when providing information to both the DCR Rangers and MA State Police prior to the designated rally dates.

### **Additional Tasks Performed**

- Worked with the Bureau’s Engineering Department and mechanical maintenance contractor to coordinate the installation of new boilers in the sub-basement mechanical room.
- Coordinated the servicing and purchase of snow removal equipment with a state vendor to ensure that the equipment was in proper working condition.
- Worked with the Bureau’s Engineering Department and energy contractor throughout the energy efficient lighting project at the State House.
- Worked with the contracting vendor throughout the after-hours installation of the accessible ramps installed on the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> floors of the East Wings of the State House.
- Scheduling and maintenance of the Mother’s Room on the 5<sup>th</sup> floor continued.
- Coordinated a number of photo-shoots on the State House grounds with various private photographers and filming organizations.
- Coordinated the installation of approx. a dozen town flags in the Great Hall.
- Worked with the Bureau’s Electricians to ensure that the re-lamping project in Nurses’ Hall was completed according to schedule.
- Procurement of State House landscaping flowers and mulch.
- Coordinated the after-hours installation of the temporary “Cow Parade” display in Ashburton Park with staff from the Jimmy Fund.
- Coordinated a thorough cleaning of the 4<sup>th</sup> floor State House Cafeteria with the cleaning contractor and the café manager.

### **Community Crew**

The Bureau’s Operations Department continues to benefit from the assistance of the Essex County Sheriff’s work crew, who perform a daily cleaning regimen of the State House Grounds, various office and corridor painting projects, snow removal and many other invaluable duties. The work crew planted and maintained all of the flowerbeds on the State House Grounds along with mowing the grass according to a weekly schedule. This community crew is an invaluable asset to the State House Operations Department.

### **Cleaning**

UNICCO Service Company continues to oversee the cleaning contract in the State House. The yearly performance ratings (How Are We Doing Cards) remain at a high percentage – close to 90% for both professionalism and trash removal. Due to contract budget cuts, cleaning holidays remain on the schedule. BSB continues to work with the Department of Retardation on a project related to the recycling of cans collected in the State House. UNICCO works regularly with pest contractor to determine trouble areas throughout the building.

## **Staffing**

The Bureau's State House Operations Department is staffed by the Director of State House Operations, (2) BMS II, (2.5) Building Foreman and (2) Storekeeper II. The State House Operations Department maintains two staffed working shifts.

### **State House Operations Annual Survey Results**

The State House Operations performed exceedingly well in the annual survey results considering the service and staffing reductions made necessary by the budget reductions over the past several years. The survey is scored on a 4.0 system. Review of the comments and ratings suggest the consensus of State House customers are very satisfied with the services provided within the building. Each category has a specific issue within that could be improved to raise the overall score. The State House survey has very little margin for error. Given that the survey is administered on an agency level, there are only 8 possible respondents. One poor response significantly decreases the overall numbers. The highlights of the State House Operations portion of the survey are as follows:

#### **State House Maintenance Average Score** **3.88**

In the maintenance category the questions attaining the highest and lowest scores were related to cleaning services. The question receiving the lowest score was related to office cleaning services. Like the McCormack building cleaning schedules were reduced in FY03 and FY04 in response to budget shortfalls. Despite targeted cuts in service the overall satisfaction has remained high in the building. It is expected that even higher scores will be achieved in FY07 due to the fact services will be increased to prior levels. The service increases are possible due to the major savings that was realized through the innovative approach to the mechanical contract.

#### **State House Security Average Score** **3.58**

The security category was rated the lowest of the services provided in the State House. Direct comments on the survey showed that the overall satisfaction with the systems were high. The area that was cited as in need of improvement was personnel related which is beyond the scope of services for the Bureau. The survey questions were designed to reflect only the services and systems that the Bureau provides but there was confusion on the part of one customer, which skews the results.

#### **State House Functions Average Score** **3.8**

Once again the State House was the most widely used of the Bureau buildings in terms of functions and conferences. The Bureau received extremely high marks in this category due to the provision of a manager to personally handle these events. There were significant upgrades to the scheduling through use of a newly purchased and implemented events management software program. The personal attention to details through a team effort between the State House Director of Operations and The State House Events Manager is directly attributable to the results.

#### **State House Telecommunications Average Score** **3.92**

This category is near perfect in that all respondents were extremely satisfied with the services levels and response time for all issues. The State House has an edge in this category due to the dedicated manager overseeing the State House operations on a daily basis. Personal attention to the State House customers and follow-up with the contractors, staff and customers are directly attributable to these high scores.

#### **State House Food Service Average Score** **NA**

The State House food service is a service provided by a vendor chosen and managed by the Massachusetts Commission for the Blind. Due to this fact, the Bureau works with the commission and the vendor when issues arise, but have no direct control over the vendor and omitted this category from the survey. Overall comments remain positive and the café has scored well in the past.

#### **State House Overall Average Score** **3.92**

The overall satisfaction level of tenants completing the survey in the State House is a 3.92, which shows a high level of customer satisfaction. The ability to provide a dedicated manager to the State House is the key to the satisfaction levels. However, the Superintendent and the Director are aware that the high ratings do not necessarily reflect a perfect facility as the State House is in need of many structural and mechanical upgrades over the next years. The high scores reflect the personal attention and the speed at which issues are resolved. All individual issues receiving

lower ratings will be addressed in hopes of continually improving operations for all customers. The entire spreadsheet accounting for all ratings is included within the appendixes of this document.

### **State House Events**

The Bureau continues to enforce all policies new and old related to the use of the State House space. The Bureau has re-established a calendar for after-hours events. The State House Events Coordinator remains responsible for the following major areas in the State House, including providing limited equipment based on availability for various reading rooms and offices throughout the building: Great Hall, Grand Staircase, Nurses Hall, Doric Hall (exhibits only), Bartlett Hall, Gardner Auditorium and Memorial Hall.

### **Events Year End Report FY05**

The information below has been collected from the beginning of the 2005 fiscal year.

#### **Statistics for Day Time Events**

The daytime events take place during normal business hours Monday through Friday 8 a.m. until 5 p.m. and during that time the BSB has collected \$39,715. A customer during their event broke one of the glass window panes in Gardner Auditorium and was billed \$175.

For FY05, the BSB has invoiced \$654,875.00 in daytime event fees of which 94% (\$615,160) was waived.

The total number of guests attending daytime events in FY05 was approximately 41,625 people.

#### **Statistics for Evening Events**

Evening events are scheduled during off normal hours weekdays 6 p.m. until 11p.m. and all day on Saturday and Sunday until 11 p.m. There were 22 evening functions scheduled and the user fees collected were \$54,415.68.

For FY05 the BSB has invoiced \$95,200 in evening event fees of which 49% (\$40,784.32) was waived or reduced.

The total number of guests attending the evening events in FY05 were 6,286 people.

#### **Total Monies Collected From All FY05 Events**

The total fees collected this fiscal year directly related to daytime and evening functions was \$94,130.68 this includes broken equipment.

#### **Special Events Conducted By BSB**

There were 7 special events conducted by the BSB this fiscal year.

Boston Red Sox Championship celebration on the Front Stairs of the State House

New England Patriot's Championship Celebration

Diplomatic Reception

September 11<sup>th</sup> Ceremonies

Amy Sweeney Awards

Holiday Tree Lighting

Menorah Lighting

#### **How Special Event Money Was Spent In FY05**

Replaced the 2 commercial ovens and ranges in the Great Hall Kitchen

Bus Transportation for the holiday concerts

The Alcott School of 93 Laurel Street, Concord, MA

## **FY05 Event Statistics**

Number of regular business hours functions requiring Bureau staff assistance

July - December 2003 - 99 events

January - June 2004 - 193 events

Number of events held after-hours requiring Bureau staff assistance

July - December 2003 - 10 events

January - June 2004 - 11 events

Other Relevant event information:

### **State House Functions**

	<b>FY04</b>	<b>FY05</b>	<b>Increase</b>
Day	\$ 29,948.75	\$ 39,715.00	133%
Eve	\$ 6,100.00	\$ 54,415.68	892%
Total	\$ 36,048.75	\$ 94,130.68	261%

## **Events Schedule**

The State House Events Schedule is posted within the Bureau's website at

[http://www.mass.gov/bsb/sh\\_event\\_schedule.pdf](http://www.mass.gov/bsb/sh_event_schedule.pdf) each week. The schedule is also hand delivered to the DCR Park Rangers to assist with security related issues, traffic flow and as general building information. This schedule provides the Rangers and Troopers with advance notice of events held in the building that may require modifications to security. Finally, the schedule is posted daily on an information board located at the General Hooker Entrance and within the Bureau's Weekly Bulletin.

## **Events Year End Report FY06**

The information below has been collected from the beginning of the 2006 fiscal year until June 30, 2006.

### **Statistics for Day Time Events**

The daytime events take place during normal business hours Monday through Friday 8 a.m. until 5 p.m. and during that time, the BSB has collected \$81,920 an increase of 206% from the previous fiscal year.

For fiscal year 2006, the BSB has invoiced \$816,400 in daytime event fees of which 90% (\$731,380) was waived.

The total number of guests attending daytime events in FY06 was approximately 56,538 people an increase of 136% over the previous fiscal year.

### **Statistics for Evening Events**

Evening events are scheduled during off normal hours weekdays 6 p.m. until 11 p.m. and all day on Saturday and Sunday until 11 p.m. There were 22 evening functions scheduled and the user fees collected were \$65,459.18 an increase of 120% from the previous fiscal year.

For FY06, the BSB has invoiced \$106,176.18 in evening event fees of which 43% (\$40,717) was waived or reduced.

The total number of guests attending the evening events in FY06 were 4,710 people.

The total fees collected this fiscal year directly related to daytime and evening functions was \$147,379.18.

### **Special events conducted by BSB**

There were five special events conducted by the BSB this fiscal year.

Veteran's Day Ceremony

September 11<sup>th</sup> Ceremonies

Amy Sweeney Awards

Holiday Tree Lighting

Menorah Lighting

### **How special event monies was spent in FY06**

Replaced the commercial freezer in the Great Hall Kitchen

Purchased new ramp and risers in order to be more handicapped accessible during speaking events

Purchased a room scheduling software to assist with event scheduling, event invoicing and past due accounts

Brass rope eyes purchased and installed in the following locations to control After Hours Event traffic: Doric Hall all doorways and Hall of Flags (Memorial Hall) all doorways

Updated After Hours Event contracts

Thorough cleaning and sanitation of the Great Hall Kitchen

### **FY06 Event Statistics**

Number of regular business hours functions requiring Bureau staff assistance

July - December 2005 - 144 events

January - June 2006 - 210 events

Number of events held after-hours requiring Bureau staff assistance

July - December 2005 – 12 events

January - June 2006 – 10 events

Other Relevant event information:

### **State House Functions**

		FY05	FY06	
Day	\$	39,715.00	\$ 81,920.00	206%
Eve	\$	54,415.68	\$ 65,459.18	120%
Total	\$	94,130.68	\$ 147,379.18	157%

## **Security and Access Control**

Government Center (GC) security was again the Bureau's primary focus during both FY05 and FY06. Significant progress was made improving the existing access control system, the processes related to maximizing the efficiency of that system, and the personnel assigned to security functions in Bureau facilities. In addition, significant enhancements in the integration of the security and CCTV systems are due for completion early-mid summer 2006. Continuing improvements in the security posture of the Bureau in the face of very challenging circumstances in terms of both threat condition and fiscal responsibilities serve to emphasize the Bureau's commitment to provide safe and secure facilities for employees and members of the public.

### **Security Overview**

All Bureau facilities in Government Center maintain established screening procedures for the admission of persons and objects. Screening procedures at each location differ in accordance with tenant needs and the Commonwealth Threat Alert System rating in effect at any given time. However, all members of the public as well as all service and delivery personnel and their possessions, are subject to electronic and visual screening prior to entry into Bureau facilities. State officials and employees, *with valid BSB-issued Photo IDs*, are not required to submit to screening procedures. (NOTE: This exemption is subject to change depending upon the threat level assigned in accordance with the Commonwealth Threat Alert System.) In FY05 the Bureau replaced the backbone of the access control system in an effort to enhance the resources available and in use to provide the continuity and quality of service critical to the effectiveness of the Bureau's vital security function. In FY06, improvements in the vehicle barrier systems and blast mitigation on vulnerable windows were begun in several GC locations.

### **Homeland Security**

Since the establishment of the National Threat Alert System the Commonwealth, along with the rest of the nation, has been operating under an "elevated" threat of terrorist attack, which has spurred many of the more permanent enhancements, implemented throughout Bureau facilities. As a result of lessons learned during high threat alerts, additional security personnel were assigned to Bureau facilities and screening procedures were expanded particularly as relating to contractor personnel and material access and off-hours work requirements.

In an effort to ensure that the Bureau is operating with current information and utilizing effective procedures, the Director of Security and Assistant Director of Security continue to meet regularly with federal, state and local law enforcement and security personnel as part of the Anti-Terrorism Advisory Council and the Anti-Terrorist Task Force (ATTF) which coordinates the nation's response to the ongoing threats posed by terrorist organizations. Bureau personnel have attended training sponsored by the ATTF to enhance our planning and response capabilities and routinely receive additionally briefings from the FBI and State Police on current terrorist and anarchist tactics and practices.

### **Fire/Emergency Response**

The Bureau continually updates established fire and emergency response plans for each of its buildings to include evacuation plans/procedures (copies can be found on the BSB website). Plans and updates reflect procedural enhancements initiated as a result of experience and input obtained from tenants during the regularly scheduled drills as well as alarm-based and unscheduled evacuations. Additional efforts to solidify BSB's relationship with the Boston Fire Department, Boston EMS, MEMA, and Suffolk University Police have been quite successful and have contributed greatly to improving both emergency response planning and procedures. Fire alarm system testing is a continuing effort in Bureau facilities with 100% testing of all components every six months.

## **Emergency Planning and Organization**

### **Emergency Teams**

The Bureau organizes emergency response teams, which are set up either by agency or floor, depending upon the building, to function as leaders and organizers and facilitate the safe evacuation of those who work in, and visit, BSB facilities. Emergency teams consist of a Team Leader, Assistant Team Leader, Area Monitor, Stairwell

Monitor and Disabled Persons Escort Assistant. Emergency Team Leaders (ETL) are designated by agency heads. Given the varying sizes of the tenant agencies, some evacuation teams are comprised of several agencies occupying one floor while others are comprised entirely of members of one agency occupying an entire floor. During FY06 the concept of Emergency Teams and their roles in an emergency has been reviewed and recently released plans will follow guidelines established as part of the National Incident Command System.

### **Emergency Team Profiles**

Emergency Team Leaders (ETLs) provide team profile information (number of team members, evacuation routes, number of persons requiring assistance, etc.) that BSB maintains and distributes as necessary for both operational and training purposes.

BSB maintains and utilizes the information provided by the ETLs for each building Emergency Team Profile. At the State House, BSB maintains profile information on forty-seven teams from agencies and offices in both the Executive and Legislative branches. There are twenty-one Emergency Teams serving both the employees of the Constitutional Officers and executive agencies in the McCormack Building. DCA/DUA and DMH maintain current profile information on Emergency Teams in the Hurley and Lindemann Buildings respectively. BSB maintains the one Emergency Team profile for each of the Pittsfield and Springfield buildings. Emergency Team Profiles provide contact, organizational, and statistical information used to plan safe evacuation procedures for over 5000 employees and as many as 2000 visitors to BSB facilities.

### **Emergency Team Leader Meetings**

Emergency Team Leader Meetings are held monthly (approximately 8- 9 meetings per year) in the State House and McCormack Buildings. Meetings are facilitated by BSB with routine contributions from the Massachusetts State Police and Division of Conservation and Recreation Rangers (DCR Rangers). Other guests have included representatives and experts from the Department of Public Safety, the Department of Public Health, and the Boston Fire Department. Those attending meetings include agency/floor Emergency Team Leaders/Assistant Team Leaders, and other interested, or involved, employees. Examples of items covered in meetings included, but were not limited to, evacuation of disabled personnel/visitors, proposed evacuation methods by other agencies, uncooperative or disruptive employees/supervisors, suspicious mail and proper handling techniques, suspicious and hazardous materials event response and more recently proper response to medical emergencies, fire growth and carbon monoxide dangers.

BSB has also assisted with the planning and implementation of evacuation procedures for the Erich Lindemann Mental Health Building and the Charles F. Hurley Buildings as well as the Pittsfield and Springfield Office Buildings. These meetings have been critical to the improvement of evacuation procedures, times, and communication.

### **Evacuation Drills**

The Bureau of State Office Buildings, in coordination with the fire control systems contractors Tyco Simplex Grinnell (FY05) and Electrical Dynamics Inc. (FY06), schedules testing of the fire control systems on a monthly basis for each of its buildings. In conjunction with these tests, BSB runs fire evacuation drills simultaneously with the testing of the fire control system. Tests range from evacuation only from floors in alarm status, to evacuation of an entire building.

BSB has held several building evacuation exercises, both drill and alarm oriented, this past year. Buildings included the John W. McCormack, Erich Lindemann and Pittsfield Office Buildings. Boston and Pittsfield Fire Departments have been on scene for both drills and alarm events and have made suggestions and recommendations for improvement. The Massachusetts State Police and applicable building security forces also participated in evacuations and drills.

Once this year the State House was evacuated in response to an alarm event. In that instance the fire systems worked as planned and the evacuation progressed safely and effectively, although it should be noted that the evacuation took place after regular business hours but while the legislature was in session. Response issues were addressed by public safety and BSB security personnel.

The yearly McCormack Building full evacuations were conducted in November 2004 and April 2006 without incident. The time to evacuate the entire building in the FY05 drills drill was slightly faster than the time from FY 2004 and the FY06 drill faster yet. Both were considerably faster than national standards for high-rise evacuations.

The Lindemann and Pittsfield Office Buildings also conducted effective full building evacuation drills with no incidents.

The Hurley Building FY05 evacuation drill was actually held in July in preparation for the upcoming DNC and the FY06 was in May. Both drills were conducted successfully without incident and concluded in approximately 8 minutes.

### **Post Evacuation Meetings**

Post evacuation meetings are held with tenant ETLs and public safety personnel after every alarm incident, fire drill and full or partial evacuation. During these meetings evacuation team leaders, Massachusetts State Police, DCR Rangers (if State House involved), BSB, and if necessary the involved Fire Department, meet to discuss the events, review any issues that may have come up during the drill/alarm, and address improvements in the process and procedures.

### **Fire Alarm System**

Fire alarm testing continued on schedule at each Government Center location. Each building underwent scheduled tests of portions of the fire alarm system each month, resulting in the entire system being fully tested twice each year.

A number of small and large repairs and/or equipment enhancements were made in FY05 as a result of drills and testing in each building. In FY06 a contract was let to replace the entire fire alarm system in the McCormack Building. Installation will commence in late FY06 for completion in mid FY07.

A complete inventory of all portable and wheeled fire extinguishers was done for the McCormack Building, the State House, and the Lindemann buildings during both FY05 and FY06. Approximately 360 extinguishers were inspected and each year service and replacement of substandard extinguishers was, or is now being, effected.

Emergency exit signage has been reviewed for the McCormack building and will be upgraded during early FY07.

### **FY06 and FY07 Reassessment**

A complete reassessment of the Bureau's Occupant Emergency Plan has been undertaken in FY06 with an eye towards promoting effective emergency preparedness through communications, training, improved organization, and increased involvement. While review of existing emergency plans and procedures is an ongoing process, BSB is currently busy reformatting and republishing the Occupant Emergency Plans in a clearer, more concise format, for all of our facilities.

The Occupant Emergency Plan for the occupants of the John W. McCormack Building has been completed and will shortly be found on the BSB website. The Occupant Emergency Plan for State House occupants is in final editing as this is written. Procedures for application in emergencies are also under review and the responder sections of the various Occupant Emergency Plans will soon be reproduced in the newer, clearer format as well. These sections will not be for general release, but will be directed to the responders: i.e. DCR Rangers, BSB personnel, contractor personnel, security personnel, etc. outlining responsibilities and proper courses of action as they pertain to that particular responding or assisting entity.

### **Access Control**

There are a significant number of areas in the Government Center complex that are not open to public access. The Bureau of State Office Buildings utilizes a number of procedures and techniques to provide appropriate access to secure and/or sensitive areas for authorized personnel working in Bureau-controlled buildings. Officials, employees,



and authorized contractors are granted access and/or parking privileges by means of either the electronic access control system or the key control system.

- Authorized personnel utilize the electronic access control system by means of programmed photo ID/access cards issued by BSB.
- Beginning in November 2005 the Bureau began to replace an outdated security system with a new, enhanced system, a significant upgrade in terms of both efficiency and user friendliness.
- Approximately 9500 new (including 8000 created and distributed as part of the system upgrade) and 400 replacement (lost, broken, or no good) IDs were issued during FY05. Approximately 1500 new and 350 replacement IDs were issued during FY06.
- Infrastructure areas access is by arrangement with the Safety and Security Division of BSB, subject to the authorities and restrictions of the key control policy and procedures.

### **Loading Dock Security**

Security personnel were stationed at the State House and McCormack loading docks throughout the year. DCR Rangers at the State House and contract security guards at the McCormack were assigned to operate x-ray equipment to screen all deliveries, as well as delivery and service personnel entering either building through loading dock points of entry. Since October 2002, all packages are screened visually or electronically with a hand held wand or x-ray machine. Due to the high motor vehicle traffic and unsafe nature of the loading docks, pedestrian use has been discontinued.

- In FY05 more than 3,100 deliveries to the McCormack loading dock resulted in over 17,000 items screened. In FY06 more than 3,500 deliveries to the McCormack loading dock resulted in over 19,200 items screened.
- In FY05 more than 3,500 deliveries to the State House loading dock resulted in over 3,400 items screened. In FY06 more than 2,500 deliveries to the State House loading dock resulted in over 3,100 items screened.

### **Weapons**

In FY05 and FY06 the following weapons were stopped, or voluntarily turned in, at points of entry for the buildings noted below.

<b>FACILITY</b>	<b>Firearms</b>	<b>Knives</b>	<b>Mace</b>	<b>Misc.</b>
<b>State House</b>				
<b>FY05</b>	<b>14</b>	<b>2445</b>	<b>18</b>	
<b>FY06</b>	<b>10</b>	<b>2502</b>		<b>270</b>
<b>McCormack Building</b>				
<b>FY05</b>	<b>1065</b>	<b>2898</b>	<b>13</b>	
<b>FY06</b>	<b>800</b>	<b>3152</b>		<b>8</b>

### **Key Control**

In addition to those installed during 2002 in the State House, McCormack and Lindemann buildings, another high security electronic key box has been added to the Hurley Building in coordination with the Department of Career Services/Department of Unemployment Assistance during FY05. Upon completion of the DCS/DUA re-keying project, all keys for access to infrastructure areas throughout BSB's Government Center facilities can be accessed via a secure, accountable electronic system.

Access to the most critical parts of all our buildings will be available only to those authorized such access. Key control in the four BSB buildings currently operating on this system has been outstanding with no hidden or unknown key losses, full accountability, and no unauthorized access issues in infrastructure areas.

## **Communication**

### **Agency Liaisons**

BSB conducts everyday business from cleaning to security, using the agency liaisons as the primary points of contact for the entire agency. Each agency designates one or more liaisons to coordinate activities with BSB. Liaisons communicate with BSB on matters as specific as parking, loading dock scheduling and operations, special events, and fire/emergency response. An agency liaison may handle all BSB coordination or additional specific liaisons may be designated for each of the duties noted above.

### **State House Security Committee**

The Bureau of State Office Buildings, in conjunction with the Office of the Governor, the Executive Office for Administration and Finance, the Division of Capital Asset Management, the Executive Office of Public Safety, the Massachusetts State Police, the Office of the Senate President, the Office of the House Speaker, and the Division of Conservation and Recreation (DCR), continued to meet as the State House Security Committee. This committee re-examined current and enhanced security measures in the State House and implemented security improvements for the building.

The committee addresses issues of security policy and procedure and to identify necessary changes or enhancements in light of the improved electronic security system, the pending way-finding/signage upgrade, and ongoing evaluation of screening and access control efficiency. Areas where security needs have changed or are in need of improvement are examined with an eye towards keeping the building as open to the public and secure as possible. The committee addressed access policies and entry/exit points in light of the current threat levels and security resources available.

### **Government Center Security Group**

The Bureau of State Office Buildings meets with security representatives from its Government Center facilities regularly to discuss operational and procedural matters relative to ongoing or planned events. The Massachusetts State Police, the Division of Conservation and Recreation, the Department of Workforce Development, and the Department of Mental Health all attend and contribute. The meetings permit quick resolution of problems, increase communications relative to security issues, and enable the implementation of standard policies and cohesive procedures throughout BSB facilities.

### **Routine Messaging**

Bureau personnel located in each division were tasked to respond to a wide range of customer concerns related to security and initiated via a variety of messaging media.

BSB Security e-mail address established by the Bureau for customers use in FY 2004. [BSB.Security@state.ma.us](mailto:BSB.Security@state.ma.us)  
The Bureau security telephone line and voice mailbox, initiated in FY05 is available as an option from the main Bureau number (617 727-1100).

Group email messages to agency, parking, and emergency liaisons.

The BSB Weekly Bulletin, featuring regular Security Notices and providing information related to procedural changes and security policies.

### Important Telephone Numbers

<b>BSB Director of Security</b>		<b>State House, Room 1</b>
Michael Courtney	(617) 727-1100 x35535	
<b>BSB Security Department</b>		<b>State House, Room 3</b>
<b>Assistant Director of Security</b>		
Richard Gagnon	(617) 727-1100 x35530	
<b>Photo ID and Parking</b>		
Dovile Haynes	(617) 727-1100 x35504	
<b>Mass. State Police (H-1)</b>	(617) 727-2917	<b>McCormack Plaza, Room 9</b>
<b>DCR Rangers (State House)</b>	(617) 722-1188	<b>State House, Room 5</b>
<b>BSB Control Center 24 Hours</b>	(617) 727-1000	<b>McCormack Room 109</b>
<b>BSB Building Operations</b>	(617) 727-1100	<b>McCormack Room 107</b>

### Special Security Event Planning/Preparation

Preparation for special events is a major element in Bureau security operations. During FY05 the BSB Security Department chaired or facilitated a number of meetings with numerous and diverse groups related to unusually high profile public events. At the State House a highly controversial Constitutional Convention convened on three different dates and stayed in session well into the night while hundreds of demonstrators chanted or sang in the hallways, without incident.

Likewise, the planning and preparation that BSB conducted in advance of the Democratic National Convention in Boston at the end of July, paid significant dividends in terms of both employee safety and continuity of the state's operations. Beginning months in advance, BSB began meeting with representatives from Boston Police Department, Boston Fire Department, Massachusetts State Police, the Anti-Terrorist Task Force, the Executive Office of Public Safety, and all our tenants to devise effective emergency plans, enhanced security measures, and to facilitate travel to/from work. BSB met with numerous communications specialists from a range of federal and local law enforcement entities, provided appropriate locations and access, and coordinated the installation of communication and CCTV equipment for use by law enforcement and security forces during the Democratic National Convention

### PARKING

#### Employee Parking

There are four Bureau-managed, and one privately managed, parking facilities for state employees working in Government Center.

- The State House parking garage is secured and access controlled and contains 100 spaces, for all Senate members, senior House members, and female House members.
- The largest parking garage is the McCormack garage with 458 spaces, which is also secured and access controlled. Parking spaces on floors 1 and 2 of the McCormack garage, as well as handicap spaces on floors 3 and 4 are reserved. The remaining parking spaces on floors 3 and 4, all spaces are unreserved.
- The Hurley / Lindemann garage containing 207 spaces, provides parking for employees of those two buildings, primarily DMH and DWD.
- The Merrimac lot, with 75 spaces, is a mix of agency spaces.
- The garage at 100 Cambridge St./Saltonstall Building provides 193 employee parking spaces, for use primarily by agencies housed in that building and visitors to state agencies in Government Center. While parking assignments are managed by BSB, the garage itself is privately run.

## **Visitor Parking**

In FY05 and FY06, BSB maintained twenty visitor parking spaces in the 100 Cambridge St./Saltonstall Building Garage. These spaces are assigned on a daily, or short-term, basis as requested by state agencies throughout Government Center.

Each year over 2200 daily spaces were provided to agency visitors, consultants, contractors, and off site employees on a “first come-first served” basis.

## **Procedures To Obtain Visitor/Temporary Parking**

Requests for visitor parking must be made at least two working days in advance, in writing (fax or email), through the Agency/Parking Liaison.

Specific spaces cannot be reserved and regulation Handicap Parking spaces may not be available.

## **Motorcycle Parking**

Motorcycle parking is available to employees in the McCormack Garage from April 1 – November 30. There are seven parking spaces on the first floor designed, and designated, for motorcycle parking and available to authorized personnel on a “first come- first served” basis.

## **Ongoing Security Improvements**

- In FY05, the McCormack Building lobby was reconfigured to provide separate public entry and employee entry to permit security personnel to concentrate more efficiently on screening visitors entering the building.
- In FY06, new employee turnstiles and were installed with more entry lanes, a secure handicap gate, and “break away” railings to facilitate improved emergency evacuations.
- As a result of continuing evaluation of security procedures and resources available to BSB, a number of initiatives were undertaken and planning begun for others.
  - o Installation and quality control checks are nearing completion on the new electronic security software in use throughout Government Center, representing a significant upgrade in terms of both reliability and durability over the earlier system.
  - o Additional personnel have been brought on with the contract security company, Internal Security Associates, to secure the McCormack building. Through a continuing program of integrity testing, employees and visitors, alike, have noted the effectiveness and high quality of security services being provided by ISA.
  - o In FY05 additional security and CCTV system enhancements to improve and expand areas of effective coverage were also identified and a proposal to upgrade security and system capabilities has been completed and an RFR awarded. Construction and installation began in mid FY06 and will be completed in early FY07.
  - o The continuing involvement of the Security Department in a variety of organized federal and state anti-terrorist efforts (Anti-Terrorist Task Force, Anti-Terrorist Advisory Committee) has been critical in the areas of effective response to changes in the Threat Alert System and effective planning and preparation for special and high profile events.
- A Homeland Security Grant was obtained by BSB at the end of FY05 which resulted in the purchase of an emergency notification system capable of sending emergency messages, duress signals, and other information through a wide variety of electronic messaging media throughout Government Center and beyond. This system has been installed and is undergoing testing at this time. Partial utilization of this equipment is ongoing. Full implementation of this equipment should be effected by mid FY07.
- Random checks for excessive radiation throughout BSB facilities are performed routinely.
- Background checks for all vendors and unescorted contractor personnel working in BSB facilities have been expanded and streamlined providing faster approval for access and improved project completion times.

- Additional physical security equipment has been installed in literally every one of the Bureau's facilities. This equipment has resulted in enhanced protections in the areas of vehicle attacks and explosion mitigation. Additional enhancements are ongoing and should be completed in early FY07.

### **Security Operations Annual Survey Results**

#### **McCormack Security Average Score**

**3.45**

The security category continues to rate highly with the tenants of the McCormack Building. The high overall security scores is a direct reflection of the many upgrades to equipment and personnel. The Security Department continues to be highly competent and responsive to customer needs and remains flexible to shift resources to respond to new and changing threats. Once again the area of highest concern for the Security Department is focused in the fire evacuation team area. Many respondents suggested a lack of identifiable evacuation team leaders and were unsure of the effectiveness of drills. The annual full building evacuation drills have set new levels of effectiveness each year and remain well ahead NFPA guidelines for high-rise evacuations. The department will work to provide evacuation team leaders with more tools in the coming year in an effort to move the perception to a level in line with the results. The new web-forms for scheduling the loading dock, ID pictures and parking has received favorable reviews.

#### **State House Security Average Score**

**3.58**

The security category was rated the lowest of the services provided in the State House. Direct comments on the survey showed that the overall satisfaction with the systems were high. The area that was cited as in need of improvement was personnel related which is beyond the scope of services for the Bureau. The survey questions were designed to reflect only the services and systems that the Bureau provides but there was confusion on the part of one customer, which skews the results.

#### **Overall Security Average Score**

**3.49**

The overall security average score reflects the entirety of all completed surveys returned. The overall satisfaction and feeling of safety and security at the office buildings remains high. These high levels are achieved through regular improvements and upgrades of security management programs and equipment and the dedication of the security operations office, staff and contractors. Although most tenants are unaware of 90% of the work behind the security operations, it is satisfying to know that the majority of the tenants feel safe while at work. Individual areas in need of improvement are constantly being reviewed and upgraded and the Bureau will remain focused on providing the highest levels of safety and security services available.